

# ST WILFRIDS HOSPICE RISK ASSESSMENT FORM



**TITLE: Generic Shop Safety, Shop Floor area – during Covid-19**

<b>Risk Reference:</b> (Will be completed centrally) <b>SWH_RA_ Retail Covid 01</b>	<b>Date:</b> 24 <sup>th</sup> May 2020
<b>Hazard description of Work Activity, Process, Function</b> - during Covid 19 Shop environment hazards that may have the potential to spread Covid-19 through either contact or breathing in droplets.	
<b>Site / Location:</b> All Shop locations: Shop floor area <b>EAST WITTERING SHOP</b>	

<b>Risk group</b> (who or what might be harmed?) Please indicate ✓	<b>Patient</b>		<b>staff</b>	X	<b>Contractor</b>	X	<b>Organisation</b>	
	<b>Carer/volunteers</b>	X	<b>Visitor</b>	X	<b>Property or Premises</b>		<b>Environment</b>	

Describe the risks of what could go wrong	Impact (actual or potential)	Likelihood (Of Occurrence)	Risk Score = I x L Low (1-5); Medium (6-9); High (10-25)
Contamination from customers & visitors to the shop, via face to face contact or via droplets on goods on sale on shop floor	5	4	20
Contamination via access and egress to shop areas not adhering to 2m social distancing guidance	5	4	20
Risk of virus spread from visiting customers.	5	4	20
Contamination due to face to face contact with staff / volunteers/ contractors	5	4	20
Failure to identify risk where breathable droplets can result into outbreak affecting, contractor staff and visitors from potential sources resulting in illness of fatality.	5	4	20
Contamination via shared communal spaces eg till area, eating area & toilets (see separate RA for office & till points)	5	4	20
Contamination via use of shared shop equipment in shop eg pens, price labels, tape measures etc	5	4	20

Contamination through shared customer areas eg changing rooms	5	4	20			
Risk of contamination from surfaces through touch and unwashed hand etc	5	4	20			
Employees moving and transporting equipment around the shop leading to cross contamination	5	3	15			
Contamination – via cash handling / post / package delivery/ donation (see separate till point & donation R.A.)	5	3	15			
Customers moving and transporting equipment around the shop leading to cross contamination	5	3	15			
Office & Shop phones used by staff where droplets can be left after use.	5	4	20			
Contact through door handles.	5	4	20			
Staff kitchen & eating areas if occupied by more than one staff member will not allow the 2 metre distance to be observed.	5	4	20			
Risk of virus spread through eating and drinking without adequate hygiene measures	5	4	20			
Contamination through fire procedure or routine activities	5	3	15			
Risk of contamination should first aid need be required..	5	4	20			
Lack of or no hand sanitisers available.	5	4	20			
Reduced or lack of housekeeping responsibilities increasing the risk of infection.	5	4	20			
Lack of or no PPE equipment for staff.	3	3	9			
Lack of information, instruction and where appropriate training to staff and visitors.	5	3	15			
Risk of increased conflict with staff, volunteers, customers & donors due to changes in shop operation & donation restrictions due to Covid	5	2	10			
Prior to introducing control measures what is the overall risk rating? (Rate using the most severe hazard from the above description)	<b>Impact</b>	<b>5</b>	<b>Likelihood</b>	<b>4</b>	<b>Total Score</b>	<b>20</b>

**Describe existing / new control measures:** These can include training, existing controls/protocols, policies or external agencies.

<b>Actions / Control Measures to reduce the risk</b>			
<i>Further action necessary to address risk or control measures to be introduced:</i>	<i>Time scale (Short, Medium or Long Term)</i>	<i>Person co-ordinating implementation of remedial action</i>	<i>Date completed</i>
Staff & volunteers health screening & hand washing/sanitising on arrival at work	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
Sanitising station, including written health screening questions/tips for all visitors & customers before entering the shop <b>On entering shop sanitiser &amp; signage to be placed on right of door</b>	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
Identify maximum number of people allowed in each shop & introduce procedures to maintain this maximum number (staff, volunteers & customers) allowed in shop at any one time. <b>Max 6 people 3 customers, 3 staff/vols</b>	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
Increase the frequency of hand washing and surface cleaning, including door handles and goods for sale on shop floor. Identify procedures & frequency for this in each shop <b>Min 1 handwash/hour for all staff/volunteer</b> <b>Common surface &amp; handles minimum 2x/day cleaned plus at change of shift if high/shared usage</b>	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
Follow social distancing guidelines as much as possible and take all mitigating actions possible to reduce the transmission between staff & visitors/customers by adhering to the 2 metre distance where PPE is not worn.	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
<b>Implement new shop floor layouts to encourage social distancing in each shop. (consider one way navigation &amp; fixture placement) to limit face to face contact, &amp; introduce floor marking &amp; signage to remind staff &amp; customers to stay 2m apart</b>	Ongoing	Retail Devt Mger & Shop Mger	Ongoing

1 way system, separate routes on entry for donors & customers, tape & arrows on floor, signage, fixtures moved to help navigation			
Increase ventilation in our shops through keeping entrance & any rear door open wherever possible. Front door to remain open, no rear entry	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
Minimise the need for customers to touch goods for sale on the shop floor through displaying and hanging goods to give customers the opportunity to see items easily, rather than touch & 'rummage' everything. This will require a reduction from prior Covid-19 levels of shop stock density. Density reduced, fixtures relayed	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
Implement procedures to ensure minimal risk of virus transmission on donated/returned goods placed on shopfloor through a quarantine period prior to sorting & cleaning of goods on shop floor(see Donation Risk & till point assessment for details)	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
Maintain minimal risk of virus transmission on donated goods placed on shopfloor through regular cleaning (frequency to be identified in specific procedure) & removal of goods where required (for example after customer return or when item has been sneezed on/tried on by customer) Clothing/textiles to be removed from shopfloor & quarantined with donations, hard goods removed & cleaned	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
Shopfloor area is not identified as an area for individual PPE, due to no clinical activity and low risk of transmission if hygiene guidance is adhered to. (social distancing and hand washing/sanitising the priority). Individual face covering, provided by the individual, is optional for staff, volunteers & customers. Gloves may be worn by staff if they prefer (provided by St Wilfrid's). However handwashing & sanitising is recommended as the most important practice to prevent transmission.	Ongoing	Retail Devt Mger & Shop Mger	Ongoing

<p>Hand sanitiser on entry, at till point, in donation area. Hand wash at kitchen/bathroom (close to donation area)</p>			
<p>Install screens to protect staff where relevant, eg till points/reception and any similar areas where face to face communication is required.</p> <p>1 screen fixed at till point</p>	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
<p>Staff members to work from home where this is practicable possible, or alternatively to work in a customer non-contact area, in particular with regard to vulnerable staff members.</p> <p>Risk assessments to be done with clinically vulnerable people</p>	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
<p>Through workforce planning, staff to have specific identified work areas and responsibilities on a daily basis, in order to help adherence to the 2m social distance requirement, and to minimise transmission through shared equipment.(eg Till, pens, phones etc). Manage occupancy or restrict access to individual spaces where required due to space.</p> <p>Staff/vol areas identified as: 1 at shop entry, 1 at till point, 1 at donation point. till &amp; entry staff to deputise for each other &amp; focus on customers with 2 m distancing</p>	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
<p>Minimise use of shared equipment (pens, phones, tape measures, keyboard etc) through workforce planning. Where unavoidable to share, equipment should be cleaned regularly and between users.</p> <p>Cleaning equipment &amp; training provided (wipes &amp; fluid)</p>	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
<p>Identify maximum number of staff to be present in kitchen and eating area (often combined with office in our shops). Maintain this number through workforce planning.</p> <p>1 max in kitchen/eating area at anyone time, plus 1 staff/vol in donation sorting area must stay 2m apart</p>	Ongoing	Retail Devt Mger & Shop Mger	Ongoing

Hand washing regimes in place and hand sanitisers located in office spaces, till point, communal areas & any meeting rooms.	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
Food & drink to be consumed only in the designated shop eating area & not on shop floor (exception is bottled water in a closeable water bottle). Whenever food & drink is consumed hands should be washed & sanitiser used beforehand.	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
Staff to prioritise using outside areas, where available, for breaks while conforming to 2m Social Distancing guidance.	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
Keeping activity time as short as possible and reduce the number of staff each staff member may come into contact with etc.	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
Only essential staff to attend meetings to avoid transmission for example sharing pens and hold meetings outdoors or well ventilated rooms wherever possible	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
Close all customer changing rooms in order to reduce the risk of transmission following usage. (returns/exchanges will be allowed to offer our customers good service during this inconvenient situation where trying of goods is not possible) <b>Changing room closed &amp; given alternative use for merchandising of stock</b>	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
Use floor tape to establish 2m boundaries etc if required eg social areas. <b>Tape &amp; measurements throughout. Special focus: outside shop for queuing, till point, donation area, eating area, points of potential customer contact. Signs to remind everyone of 2m</b>	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
Social distancing guidance applied to all parts of the buiding including entrances exits corridors break rooms, warehouse, donation sorting area, staff room and similar settings..	Ongoing	Retail Devt Mger & Shop Mger	Ongoing

Regulate traffic in corridors and walk ways to maintain social distancing guidance.	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
Limit/control access between areas of the building eg warehouse, offices, ecommerce area, mezzanines et – personal telephone communication if possible.	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
No lone working, as per lone working policy, to ensure support is available to diffuse any conflict situation	Ongoing	Retail Devt Mger & Shop Mger	Ongoing

Each shop to be inspected / audited by management and specific individual recommendations / alterations suggested and actioned for increased safety of staff etc,	Ongoing	Retail Devt Mger & Shop Mger	Ongoing
With control measures implemented what the perceived overall risk rating?	<b>Impact</b>	<b>5</b>	<b>Likelihood</b>
		<b>2</b>	<b>Total Score</b>
			<b>10</b>

<b>Reviewed Record Below:</b>	<b>Review Period:</b>			
<b>Initial / Date at each review</b>	Annually unless an incident or near miss occurs (or change in circumstances or legislation)			
L Addison 24/05/2020				

<b>Signature of Assessor(s):L Addison, Michelle Dagwell</b>	<b>Date:1.6.20</b>
<b>Dept/Line managers Signature:L. Addison</b>	<b>Date:1.6.20</b>



<p><b>INCIDENT REPORTING GRADING SYSTEM</b></p> <p>Identify from the list of categories listed in the column opposite which description best fits the incident you are reporting.</p> <p>Now look at the column below to determine the actual or possible likelihood that the identified incident may have to the Hospice.</p> <p>Reading down from the top row and across from the side row will give a risk score and a risk colour.</p> <p>NB If there are two or more descriptions from the column opposite that fit the event always chose the highest scoring description.</p> <p><b>RED = GDPR</b></p>	<p><b>INSIGNIFICANT (1)</b></p> <p>No identifiable Injury or Ill Health (Physical / Psychological)</p> <p><b>Falls - No Harm</b></p> <p>No Adverse effect from the breach (Near Miss)</p> <p>Property Loss or Damage</p> <p>Only one Person affected</p> <p>Less than £100 (can be resolved at local level)</p> <p>Potential for Patient / Relative concern</p> <p>Insignificant complaint</p> <p>Insignificant Disruption to Service</p>	<p><b>MINOR (2)</b></p> <p>No permanent Injury or Ill Health (Physical or Psychological) - Probably be resolved / healed in one month</p> <p>Breach had some minor adverse effect.</p> <p><b>Falls – Minor bruises or grazing required first aid</b></p> <p>Wrong drug or dosage administered, with no adverse effects</p> <p>Property Loss or Damage</p> <p>Less than £500</p> <p>Less than 3 people but greater than 1 Person affected,</p> <p>Patient / Relative concern</p> <p>Minor Complaint</p>	<p><b>MODERATE (3)</b></p> <p>Semi-permanent Injury or Ill Health (Physical or Psychological) - likely to be resolved / healed in one year</p> <p>Breach where significant data or File(s) Loss</p> <p><b>Falls – Requiring A&amp;E and or hospital treatment</b></p> <p>Wrong drug or dosage administered with potential adverse effects</p> <p>Property Loss or Damage</p> <p>Greater than £500 Less than £1,000</p> <p>Greater than 3 people but less than 20 people affected</p> <p>Significant Complaint</p>	<p><b>MAJOR (4)</b></p> <p>Permanent Injury or Ill Health (Physical or Psychological) – Permanent Loss of function</p> <p>Serious breach of data or File(s) Loss</p> <p><b>Falls – Causing permanent disability</b></p> <p>Property Loss or Damage</p> <p>Wrong drug or dosage administered with adverse effects</p> <p>Greater than £1,000 Less than £10,000</p> <p>Greater than 20 people affected</p> <p>Serious / Several Complaints</p> <p>Temporary Service closure</p> <p>Missing Patient</p>	<p><b>CATASTROPHIC (5)</b></p> <p>Unexpected Death,</p> <p>Critical Data or File(s) Loss</p> <p><b>Falls- death attributable to the fall</b></p> <p>Greater than £10,000</p> <p>Suicide / Suspected Suicide</p> <p>Greater than 50 people affected</p> <p>Critical / Multiple Complaints</p> <p>Extended Service closure</p>
<p><b>CERTAIN CATASTROPIC (5)</b></p> <p>This type of event will happen again (and frequently)</p>	<p><b>5</b> (Green)</p>	<p><b>10</b> (Red)</p>	<p><b>15</b> (Red)</p>	<p><b>20</b> (Red)</p>	<p><b>25</b> (Red)</p>
<p><b>HIGH PROBABILITY SERIOUS (4)</b></p> <p>This type of event may happen again (50/50 chance)</p>	<p><b>4</b> (Green)</p>	<p><b>8</b> (Yellow)</p>	<p><b>12</b> (Red)</p>	<p><b>16</b> (Red)</p>	<p><b>20</b> (Red)</p>
<p><b>POSSIBLE ADVERSE (3)</b></p> <p>This type of event may happen again (occasionally)</p>	<p><b>3</b> (Green)</p>	<p><b>6</b> (Yellow)</p>	<p><b>9</b> (Yellow)</p>	<p><b>12</b> (Red)</p>	<p><b>15</b> (Red)</p>
<p><b>UNLIKELY MINOR (2)</b></p> <p>This type of event is unlikely to happen again (remote chance)</p>	<p><b>2</b> (Green)</p>	<p><b>4</b> (Yellow)</p>	<p><b>6</b> (Yellow)</p>	<p><b>8</b> (Yellow)</p>	<p><b>10</b> (Red)</p>
<p><b>RARE NO IMPACT (1)</b></p> <p>Cannot believe this type of event will happen again (in the foreseeable future)</p>	<p><b>1</b> (Green)</p>	<p><b>2</b> (Green)</p>	<p><b>3</b> (Green)</p>	<p><b>4</b> (Yellow)</p>	<p><b>5</b> (Yellow)</p>

