

Title of Risk	Description of Risk	Potential Harm/Impact from Risk	Dept/Service impacted?	Current Owner of Risk (Manager)	Status of the Risk	Creation Date	Date of the Grading/ Assessment	Process Point of current Grading/ Assessment	Risk Colour	Risk Score	Control Description	Evidence of Control	Date Risk closed
What are the Hazards		Who might be harmed?		Who needs to carry out the action?			When is the action needed by?				What are you doing to control the risks?	What further action can you do to control the risks?	Done
Contamination from desk or office equipment/furniture	Transmission of COVID-19 b	Colleagues/ visitors	ALL	Manager	Possible	29.5.20	20.08.21	Complete		10	Clean desk/ Desk in use notices issued . Use wipes each time workstation is used - before and after. Desk usage guidance now issued . Wipes available for all equipment eg photocopier and increased hand sanitisers. Increased signage to remind. Increased cleaning.	Screen savers added to screen of all PC/Laptop users	All actions complete. Risk closed 20 August 2021
Lack of appropriate equipment / knowledge to enable continued WFH	Colleagues not able to continue working from home	Colleagues	ALL those currently WFH	ALL managers	Low	29.5.20	20.8.2021	Complete		2	WFH survey assesses feasibility of whether people can work safely and effectively in their own environments. Home working policy being developed and lone work policy reviewed. Financial impact being explored to support colleagues.	Individual risk assessment being undertaken by each line manager with their own reports	Risk assessments will be reviewed regularly. Action closed 20 August 2021
Risk of some colleagues at higher risk	The ongoing nature of this pandemic will mean guidelines will change (re shielding etc)	Higher risk colleagues or their family members	ALL potentially	Manager	Low	29.5.20	20.8.2021	Complete		3	Higher risk groups identified. Ongoing review of risk assessment needed to ensure our risk assessments are fit for purpose, against government guidance. Update pregnancy risk assessment and guidance for any vulnerable category. New risk assessment in place now.	Plan to allow these staff to continue to work from home	Government guidance for colleagues to wfh ended 19 July. We have adopted a blended approach, with significant numbers of colleagues working in a hybrid way, working part of their work in the office & part at home. Those who prefer to primarily work from home submit a formal request to do so. Use of office space is being reviewed monthly.

Risk of infection from Covid positive case in workplace	A patient or colleague could have symptoms of Covid which could be a confirmed case	Colleagues/patients/public	ALL			29.5.20	29.5.20	Awaited			Procedure required for what happens if positive case in IPU - impact on rest of hospice. Clinicians to advise. IPU self sufficient. Procedure for staff feeling unwell to be based on government guidance. Cleaners will do what is needed. Currently cleaning non-clinical areas as if clinical areas. Matron creating outbreak document.	Staff reminded in bulletin of the symptoms and to keep line manager informed of any potential track and trace risks	Colleagues testing twice weekly, senior team and clinical colleagues also completing weekly PCR. Majority of colleagues have been double vaccinated. PPE worn in clinical areas. Situation continually monitored and liase with Infection Prevention & control lead at CCG as required.
People not able to work from home a) can't do their job/ aspects from home b) logistics/ childcare issues	Impact on ability to deliver services, fire wardens, requests to work flexibly dealt with individually risk based approach depending on service needs	Colleagues/their family members	ALL	ALL managers	Medium	29.5.20	20.8.2021	complete		8	Conducting survey/assessment, having regular interaction with colleagues (1:1's), team meetings, staff forum, bulletin updates etc	Individual risk assessment being undertaken by each line manager with their own reports	All plans in place. Action closed 20 august 2021
Limited capacity for working in building	Too many people to enable safe social distancing	Colleagues	ALL	ALL managers	Medium	29.5.20	20.8.2021	In progress		8	Reviewing necessity to work from the building, prioritising people dependent on the requirements or their role or their home environments - Full capacity could be resumed with the inclusion of education room and library - (issue with tel points potentially - mobile phone users in this area only). Corridors are difficult, particularly office corridor (one way not possible everywhere), snack trolley, use of face coverings implemented, one way system on stairwell implemented	Where needed rota's being introduced and feasibility of work place bubbles being considered within some teams in order to reduce risk	Retained social distancing in offices, reviewing on monthly basis

Risk of home workers not being informed/ feeling up to date - could change when more people are back in hospice		Colleagues	ALL those currently WFH	ALL managers	Low	29.5.20	20.8.2021	In progress		2	Good communications from line managers - sessions organised with time slots (providing confidence and space) Staff forum to obtain general feelings about the change - short surveys to assess the general mood in the transition period. Consider using bistro for re-introduction sessions?	Ongoing updates in the bulletin, team meetings, 1:1's and staff forum, all staff emails and posters around building	Continue with all communication means.
Mental wellbeing	Concern around people anxiety/stress levels returning to the office	Colleagues	ALL those currently WFH	Manager	Moderate	29.5.20	20.8.2021	In progress		9	Bulletin, padlet and 1:1's all to support with this - plus access to confidential helpline. Arthurs Shed used as wellbeing space.	Under constant review and development	Introduced Wellness Action Plans which are reviewed as required.
Risk of social distancing not being maintained	Appreciation that work environment is familiar to colleagues danger of returning to habitual ways, shaking a hand, leaning over someone to view a PC screen etc	Colleagues	ALL	Manager	Moderate	29.5.20	20.8.2021	Complete		12	Staggered start/finish/break times. Specific room plans - people deliberately seated at desks not typically theirs. Face coverings under review	Face coverings now mandatory in areas, where 2m social distancing is not feasible	Continue to wear face coverings in communal areas and encourage social distancing and good ventilation
Social distancing during breaks and use of toilet/shower facilities	Habitual ways to enjoy lunch together- sit together over lunch.breaks	Colleagues	ALL	Manager	Moderate	29.5.20	20.8.2021	In progress		12	Encourage use of garden/ walk in external spaces to reduce risk -signages around the building at eye level to remind people of social distancing	Senior staff addressing any areas of concerns at SLT	Colleagues maintaining compliance with limits on numbers in room
Use of Charity van	Transmission of COVID-19 from user to user from handling door handles/steering wheel/diesel cap	Retail and facilities colleagues primarily	Retail and Facilities	Facilities manager	Minor	29.5.20	29.5.20	In progress		6	Share rules about who can use the van, wipes in the van - one person at a time. Use own pen for mileage folder or email LC a photo mileage for LC to update log - Plan needed if bulkier items were to be collected - use of face coverings/separate travel?	Van now predominantly only used by one team to limit usage by different teams/colleagues	
Lanyards COVID transmission risk	Fabric could hold the virus - spread to clothes or surfaces when removed	Colleagues	ALL	Manager	Possible	29.5.20	20.8.2021	Complete		2	Clips ordered for all office staff	Available on reception and message in July bulletin to reind staff to swap to these clips on next visit to hospice	Action closed 20 August 2021

Arthur Rank Hospice Charity - Office and Bistro Risk Assessment

Use of Lifts	Transmission of COVID-19 between colleagues and visitors - confined space but over limited time	Colleagues and visitors/suppliers	ALL	Manager	Possible	29.5.20	20.8.2021	In progress		9	Limit to one per person - hand gel in vicinity. Patients able to use with member of their family bubble / staff in appropriate PPE	Staff who are required to use the lift with patients will be wearing PPE	Limits maintained
Safe space for meetings	Many spaces being used as office so safe space needed for small but socially distant meetings	Colleagues	ALL	Manager	Possible	29.5.20	20.8.2021	Complete		3	Day therapy lounge with chairs spacially distanced and bistro? Outdoor meetings. Small groups in Arthurs Shed. Sanctuary?	Limits have been set per room, if this number exceeded staff member asked to leave meeting and rejoin virtually	Room booking system introduced. Action closed 20 August 2021
Risk of congestion at reception/ bistro	Congestion in communal areas meaning spatial distancing not achieved	Colleagues, public, suppliers	ALL	Manager	Moderate	29.5.20	20.8.2021	In Progress		12	Part screens in place at reception, limit number of people in (waiting areas) - use bistro for visitors to wait to be seen/ collected. Supplier ie. Photocopier repairer escorted to location to colleague. Looking into screen for AHDTc reception area	Face coverings now mandatory in all communal areas	Face coverings still mandated for colleagues and visitors are asked to continue wearing with high levels of compliance
Visitors/ donors	With colleagues back on site and greater freedom for visiting/public movement increased number of visitors/donors to the hospice - increasing footfall	Colleagues, public, suppliers	ALL	Manager	Moderate	29.5.20	20.8.2021	In progress		12	Guidance on our rules - reception tick in/ out. For shops donations, position the van in the car park for donations (set times) - timing re warehouse or consider drive thru option. Restrict visitors to site to only those with a need (remind colleagues not to allow social visits to site)	- Being assessed regularly as footfall remains low	
Waste disposal	Frequency of bin changes in office areas.	Colleagues	ALL	Manager	Moderate	29.5.20	29.5.20	In progress		12	This is now daily so well managed but review needed - when increased numbers of staff return - Cleaning has been upgraded in office areas to same level as that on the IPU to involve handles etc	Being assessed regularly by senior staff in the office/clinical environments as office use and visitor numbers remain low and should this increase, this may need to be stepped up	
Confidentiality	Shared office space - could initiate difficult conversations/confidentiality issues	Colleagues/patients/public	ALL	Manager	Moderate	29.5.20	20.8.2021	In progress		6	Reminder of mandatory training - review of any concerning conversations in 1:1	Screensavers added to PC/laptops as reminders	Action closed 20 August 2021
Confidentiality - safe space for donors	Lack of private space to have difficult conversations	Colleagues/patients/public	ALL	Manager	Moderate	29.5.20	20.8.2021	In progress		6	Review feasibility of quiet room or Sanctuary to hold these conversations	To be revisited as needed, in daily discussions with fundraising and reception teams	

Risk of social distancing not being maintained in toilet/shower areas	Risk of social distancing not being maintained in toilet/shower areas	Colleagues/ volunteers				29.5.20	20.8.2021	In progress		Clean down procedure following shower use. Set teams to use toilet areas - identified by notices	Face coverings also to be worn in communal spaces	Cleaning regime adhered to by all colleagues.
Risk of infection from deliveries entering the workplace	Risk of infection from post/ deliveries entering the workplace	Colleagues/patients/public				29.5.20	20.8.2021	In progress		Restrict non-business deliveries (eg instruct colleagues not to have personal deliveries sent to workplace). Need to find out if post presents a hazard - should it be quarantined/ wear gloves? Communicate new processes to our suppliers etc	Reception assessing this regularly	
Risk of anxiety around returning to workplace	Risk that colleagues and volunteers will feel anxious about returning to their workplace	Colleague/ volunteers				29.5.20	20.8.2021	In progress		Communicate effectively with colleagues/ vols and address points from survey re concerns. Need phasing in sessions, informative materials etc - use bistro for integration sessions? Offer 1:1s	Individual risk assessment being undertaken by each line manager with their own reports	Colleagues are returning to the workplace in a managed way and report positively about this.
Risk of inadequate air flow/ventilation	Guidance states to encourage ventilation					29.5.20	20.8.2021	In progress		Internal fire doors cannot be kept open in the hospice due to fire risk. Use of air con has been determined low risk and we are looking into the possibility of air con in areas with no windows. Other windows can be opened throughout hospice during summer months. Additional fans purchased - but not possible to use in all areas	If fans are in use, face shields must be worn, fresh air circulation encouraged and windows are open over night to aid this	
Risk of legionnaires	Due to less water being used					29.5.20	29.5.20	20.8.2021		Running water frequently. Site visits to shops for sterilisation (see separate risk assessment for legionnaires generally)	Report available to detail checks	

Risk of inability to maintain social distancing in staff room/ communal areas	Colleagues and volunteers gather in shared spaces, increased likelihood of touching surfaces and spreading germs on handles etc					29.5.20	20.8.2021	In progress			Increase tea/ coffee stations around the building. Frequent cleaning of handles, move one microwave to education, instate volunteers as cleaners?, reminder re importance of hygiene in relation to crockery and cutlery, washing hands before and after preparing any food/ drink, wash cups between uses etc. Food is not to be shared amongst colleagues.	Face coverings now mandatory in communal areas, where social distancing not feasible	Good infection prevention control maintained.
Risk of unintentional breach of social distancing in confined areas eg storage rooms	Risk of breaching spatial distancing					29.5.20	20.8.2021	In progress			Restricted access to storage rooms. Use notices 'one person at a time'	Face coverings now mandatory in communal areas, where social distancing not feasible	
Risks arising from travel to / from work place	Increased risk of infection arising from travelling on public transport and/ or at peak times					29.5.20	20.8.2021	In progress			Staggered start/ finish times implemented where possible, access to bike storage unchanged, promoted cycle scheme. Identify risks at individual level through RA and put measures in place.	People working at base, remains low and individual risk assessments being undertaken	
Transmission of virus on the premises	Somebody comes into contact with the virus when visiting the Bistro	Members of staff, volunteers or members of the public	Hospitality	Hospitality manager	Ongoing	06.07.20	24.08.21	First Grading	Yellow	9	<p>Notices and signage on walls and floor to remind users of the Bistro of social distancing requirements</p> <p>Number of customers in bistro limited to 15</p> <p>One way queuing system in place</p>	<p>A screen in in place for the serving area</p> <p>Tables and chairs cleaned after every use</p> <p>Regular handwashing for staff and volunteers</p> <p>Staff will not to eat in the Bistro when customers are eating in there to limit the risk of cross contamination</p> <p>Hand sanitiser available in the Bistro</p> <p>Fixed team working in the Bistro</p>	All actions complete. Risk closed 20 august 2021
Unmanageable volume of		Members of staff, volunteers											Capacity is being managed by Bistro staff, outside space now being used, Risk closed 24.08.21

customers	The bistro is unable to safely seat customers	and members of the public	Hospitality	Hospitality Manager	Ongoing	06.07.20	24.08.21	First Grading	Yellow	6	Takeaway food to be offered Customers may be asked to return later	Request staff to eat in the staff room or elsewhere in the building	
Risk of contaminated cutlery	Cutlery and/or crockery becomes contaminated with Covid 19	Members of staff, volunteers and members of the public	Hospitality	Hospitality Manager	Ongoing	06.07.20	24.08.21	First Grading	Yellow	6	All cutlery and crockery to go through dishwasher	Staff volunteers to regularly wash hands and hand sanitiser available Cutlery to be passed to customers when they order food Knives and forks to be wrapped to limit handling Gloves to be worn when clearing used plates and cutlery Gloves worn when washing up	Actions complete and process ongoing Risk closed 24.08.21
Risk from contaminated rubbish	Risk of contamination from rubbish	Members of staff and volunteers	Hospitality	Hospitality Manager	Ongoing	06.07.20	24.08.21	First Grading	Yellow	6	Rubbish cleared regularly	Gloves worn when dealing with rubbish	Action complete, risk closed 24.08.21
Risk of contamination from cleaning of the Bistro	Spread of virus resulting from cleaning tasks	Members of staff and volunteers	Hospitality	Hospitality manager	Ongoing	06.07.20	24.08.21	First Grading	Yellow	6	Use of gloves by staff and volunteers PPE issued to staff and volunteers	Regularly change cleaning cloths and safely dispose of used ones Regularly wash hands	Action complete, risk closed 24.08.21
Contaminated cash handling by staff	Contaminated cash is used to purchase goods	Members of staff, volunteers and members of the public	Hospitality	Hospitality Manager	Ongoing	06.07.20	24.08.21	First Grading	Yellow	6	Discourage the use of cash	• Use of gloves by staff and volunteers Card payments encouraged	Cash now being taken, gloves worn by those handling cash. Risk closed 24.08.21
Violence and threatening behaviour	Staff threatened by customers unhappy with social distancing restrictions in the Bistro	Members of staff, volunteers and members of the public	hospitality	hospitality Manager	Ongoing	15.05.20	24.08.21	First Grading	Yellow	9	Safe procedures set up for staff	Escalation process in place	Process in place and monitoring on this risk ongoing