

Home Visits COVID 19 Risk Management Template

Hazard	Who is at Risk?	Control Measures	Review Effectiveness	Further Action
Scope of application	All	<p>Home Visits will only be possible for clients that have undertaken any necessary quarantine following arrival.</p> <p>Home Visits should only be conducted in exceptional circumstances and where it is unavoidable in order to offer effective support such as:</p> <ul style="list-style-type: none"> • Clients with disabilities that might prevent them from accessing our service remotely • Clients with mental health concerns • New arrivals (subject to any quarantine exceptions) • Safeguarding concerns that require further assessment or face to face support <p>Home Visits may only be conducted with the family members necessary for the work to be conducted. No other non household members should be present, and household members sharing a confined space with RA staff or interpreters should be kept to a minimum.</p> <p>Home Visits should be occasional. Under no circumstances should multiple home visits be made by the same member of staff to different families within the same week.</p>	01/11/20	Following Review
COVID Symptoms	All	<p>The lead staff member should contact all parties to the planned activity the day before to confirm that no one has any COVID like symptoms, or has been living or exposed to anyone with COVID like symptoms. If anyone has then the activity should be cancelled and they be re directed to a test.</p>		
Varying Local Restrictions	All	<p>Before any Face to face contact the lead staff member and manager must check the most recent Local Guidance and ensure that this is complied with at all times.</p>	No further review necessary	None

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Numbers of people	All	Before any Face to Face contact the lead staff member must ensure that the Rule of Six, or any subsequent or local limitations to the numbers of people mixing, are not exceeded including the staff member and any face to face interpreter necessary.	01/11/20	None
Travelling to appointments using public transport Including buses, trains, and taxis	Staff member and interpreter	<p>Public Transport Guidance- Gov.UK</p> <p>Taxi and Private Hire Vehicles - Gov.UK</p> <p>The lead staff member should ensure that all parties attached to the work has had the guidance above made available to them.</p> <p>All parties should travel to the planned activity separately where possible.</p> <p>The lead staff member should seek to minimise exposure to public transport wherever possible.</p> <p>The lead staff member should explore the personal circumstances of all parties to identify whether anyone is extremely vulnerable – consideration should be given to taxi usage under such circumstances.</p> <p>Consideration should be given to:</p> <ul style="list-style-type: none"> • Timing of appointment – avoiding peak time travel on public transport • Whether the work can be redistributed to staff, volunteers or interpreters that are closer in proximity to the appointment location and could therefore walk • Using telephone-based interpreters to minimise exposure to all parties 	01/11/20	Following Review
Adequate PPE and Hand sanitising provision	All	The lead staff member should have contact with all parties prior to the appointment to explore whether everyone has PPE available. If any party does not then the lead member of staff should ensure that all parties procure any	01/11/20	Following Review

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		<p>necessary PPE for the appointment to continue – RA will reimburse reasonable expenses attached to this.</p> <p>The client should be advised that in order for the Home Visit to be undertaken we require them to wear a facemask at all times while an RA staff member and interpreter is within their home.</p> <p>PPE should include:</p> <ul style="list-style-type: none"> • A face mask • Hand sanitiser <p>Gloves may also be used but are optional</p> <p>The lead staff member should be mindful of facemask exemptions and guidance around using facemasks and the frequency of use for hand sanitiser</p>		
Observing two-meter distance	All	The two meter distance rule should be observed at all times. If this is not possible then the appointment should be terminated immediately and all parties should disperse.	01/11/20	Following Review
Avoiding indoors or confined spaces	All	<p>Wherever possible interaction should only take place in open spaces. Consideration should be given to whether or not the Home Visit could take place in the garden or the local park being mindful of considerations around client confidentiality and any possible intolerant or hate motivated behaviour if in a public space. The lead worker should discuss the home environment with the manager and agree the most appropriate space to use depending on the need being addressed and the sensitivity.</p> <p>Where this is not possible PPE should be worn and the two meter distance maintained.</p> <p>In the planning for the Home Visit the Lead Staff Member should plan a room for the activity with the family – this</p>	01/11/20	Following Review

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		<p>should be largest room in the house, and they should ask that the window's be opened throughout the activity.</p> <p>The RA staff member should remain in one room, and will not be able to move into other areas of the home.</p> <p>If at any time any party feels uncomfortable the appointment should be terminated immediately and all parties should disperse.</p>		
Not sharing items or equipment with any other parties	All	<p>Under no circumstances should items or equipment be shared between any parties during the appointment. This includes pens, paper and telephones.</p> <p>The lead staff member should brief clients to ensure that they bring any items or equipment they may need throughout the appointment.</p>	01/11/20	Following Review
Avoiding animated speech or shouting	All	<p>There is some evidence to suggest that shouting and singing increase the amount of respiratory droplets and aerosols people release and therefore the risk of transmission between people if they are doing either in close proximity to those outside their household.</p> <p>Shouting and animated speech should be avoided.</p>	01/11/20	Following Review
Briefing for clients and interpreters	All	<p>All of the above information should be shared with all parties prior to the planned activity. The lead staff member should ensure that this has been the case.</p> <p>The lead staff member should then reiterate this at the start of the face to face activity.</p> <p>All parties should be prepared that in the event of a failure to adhere to any steps outlined the session will be terminated immediately and the staff member and interpreter will be instructed to leave. This includes if any party refuses to wear a Face Mask, or becomes angry or if</p>	01/11/20	Following Review

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		<p>their behaviour in any other way threatens the safety of others.</p> <p>The family should be reminded of the importance of wearing PPE throughout, and ensuring that only family members are present in the home at the time of the visit. The Lead Staff member should end the appointment immediately if any other parties are present.</p>		
Test & Trace and isolation	All	<p>Contact with all parties around the appointment ought to be maintained. Any parties who begin to feel any symptoms of COVID within 14 days following the appointment ought to contact NHS 111 and arrange a COVID test immediately. The lead staff member and line manager must also be informed and all parties should arrange a test and isolate until the results.</p>	01/11/20	Following Review