

Coronavirus Risk Assessment for All Drivers, Deliveries, Engineers (and Working in People's Homes)

Location/Dept: Drivers, Driver's Assistants, Deliveries/Engineers

Date Assessed: 10/06/20 **Updated:** 10/07/20, 19/01/21, 05/05/21, 14/07/21, 10/09/21, 29/11/21, 28/02/2022

Assessed by: H&S Group

Activity/ Task	Hazard/Risk	Persons at Risk	Controls in Place	Additional Controls Required
Deliveries / working in customers' homes etc	Contact with person suffering from Covid-19	Delivery Drivers / Assistants/ Engineers etc	<p>Self-isolation You no longer legally need to self-isolate if you test positive for Covid-19. However, the Government and Ableworld strongly encourage you to follow safe behaviours, stay at home for 5 full days and avoid contact with other people. After 5 days you may choose to take a LFT followed by another the next day – if both are negative and you do not have a temperature you can return to your normal routine. You should also avoid contact with anyone in the 'at risk' group</p> <p>If you get symptoms of coronavirus You are advised to get a test as soon as possible if you get any symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste – symptoms differ for the Omicron variant – headache, aches and pains and scratchy throat) and report the result to HR human.resources@ableworld.co.uk</p>	<p>Guidance and recommended risk control measures will be sourced directly from Public Health England and the GOV.UK website wherever possible. https://www.gov.uk/coronavirus Further advice on working in people's homes can be found at https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes</p> <p>Cleaning advice can be found at the above link</p> <p>Avoid any unnecessary contact e.g. telephone Head Office instead of visiting.</p>

<p>Deliveries/ working in customers' homes etc</p>	<p>Contact with persons suffering from coronavirus – contact with objects that come into the workplace and vehicles at the store</p> <p>Contact with goods, packages or items handled by persons who may have been exposed to coronavirus</p> <p>Disposal of waste that may be contaminated by a coronavirus sufferer (driver)</p>	<p>Delivery Drivers / Assistants/ Engineers / members of the public etc</p>	<p>All surfaces that the person has come into contact with must be cleaned, including:</p> <ul style="list-style-type: none"> • All surfaces and objects which are visibly contaminated with body fluids; and • All potentially contaminated high-contact areas such as toilets, door handles, telephones, vehicle, etc. <p>Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors, goods in and dispatch areas) but which are not visibly contaminated with bodily fluids do not need to be specially cleaned and disinfected.</p> <p>If a person becomes ill in a shared space, these should be cleaned using disposable cloths and household detergents, according to current recommended workplace legislation and practice.</p> <p>All existing risk assessments will be maintained and followed. There is currently no perceived increase in risk for handling paperwork (delivery notes) or freight (parts) from specified areas.</p> <p>All waste that has been in contact with the relevant person, including used tissues, and masks if used, should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. It should be put in a safe place and marked for storage until the result is available. If the individual tests negative, this can be put in the normal waste.</p>	
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Deliveries	Contracting and spreading of infection	As above	<ul style="list-style-type: none"> • Basic infection controls should be followed as recommended by Public Health England: • Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze. • Put used tissues in the bin straight away. • Wash your hands with soap and hot water often – use hand sanitiser gel if soap and hot water are not available. • Try to avoid close contact with people who are unwell. • Clean and disinfect frequently touched objects and surfaces (including steering wheel, van, mobile phone or other devices). • Do not touch your eyes, nose or mouth if your hands are not clean. 	<p>Guidance and recommended risk control measures will be sourced directly from Public Health England and the GOV.UK website wherever possible.</p> <p>https://www.nhs.uk/conditions/coronavirus-covid-19/</p> <p>Adopt a 2-metre rule if possible when making deliveries and avoid contact.</p> <p>Drivers should ensure that suitable means to dispose of any waste (such as tissues) are available in the van.</p> <p>Ensure reminders are on weekly bulletin</p>
	Handing over a vehicle	As above	<ul style="list-style-type: none"> • If handing over the vehicle to another driver, the van area is to be cleaned thoroughly. This should include all door handles and associated equipment (all areas that a driver may come in contact with) using suitable sanitising materials. All waste is to be disposed of in suitable bins/bags and not left at laybys. • Avoid using clients’ rest rooms. • Ensure the van is clean prior to starting your shift. • Thoroughly wash hands when using toilet facilities. 	
	Taking Break	As Above	<ul style="list-style-type: none"> • If eating when out and about, get a takeaway and eat in the van or outside to avoid any close contact. • Persons worried about symptoms should call NHS 111, but DO NOT go to their GP or other healthcare centre. • If possible, arrange with clients prior to the delivery to leave the parcel/package/goods in a safe location without coming into contact with anyone. Also, if possible, try to avoid going inside buildings or 	

	Touch points contaminated. Enclosed space could spread infection more easily	As above	<p>enclosed premises. Instead, arrange the delivery by the outside door/gate.</p> <ul style="list-style-type: none"> • Always arrive in a mask and only take this off if the customer is in a different room or you have their permission to do so. • If you enter the building/premises, remain mindful to avoid any physical contact to individuals (e.g. handshakes, patting shoulders, etc.) and to keep contact with objects (e.g. door handles, handrails, etc.) to a minimum. • If possible, ensure that you wash/sanitise your hands before and after each delivery. • If possible, avoid close-up conversations (within shorter than two steps) with clients, peers, member of the public, etc. • All vehicles should be thoroughly cleaned daily and between stops, especially the 'touch points' (exterior and interior) with anti-bacterial wipes • All staff should wash their hands before entering a vehicle • All vehicles should have waste bags to dispose of any rubbish – tissues, wipes etc • If a two person team is required, staff will be in fixed teams wherever possible so each person works with only a few others • Where a vehicle is to be shared, staff should ensure the vehicle is cleaned (as in the first bullet point), well ventilated, sitting side to side facing forwards (no face to face conversation) and wearing PPE provided (masks, face visors, gloves) if appropriate. 	
	Collections from Store	As Above	Cleaning procedures for goods and merchandise leaving the store – staff should ensure the products for delivery have been cleaned thoroughly before the driver removes them from store.	

Working in People's Homes	Infection of Staff and/or customers	As above	<ul style="list-style-type: none"> • Customer Service or store staff will already have asked if the customer or a member of their household is showing signs of, or has Coronavirus or is shielding. If this is the case, an appointment will not be made until the risk has passed i.e. 7, 10 or 14 days etc. Customer Services or store staff will also confirm that we will continue to adhere to the one to two metre distancing rule with the customer. • Before arrival you should contact the customer by phone to again confirm the above. • You should always arrive in a face covering and only remove this if you are not in close contact with a customer e.g. in a separate room or have agreed with the customer that the face covering can be removed. • When demonstrating a product you must, at the very least have your visor, mask and gloves on • If a customer is clinically vulnerable i.e. over 70 prior arrangements should be made to avoid face to face contact e.g. on opening the front door and you should pay particular attention to handwashing, coughing and sneezing hygiene • Staff should use sanitiser or ask if you can wash your hands on entering and leaving a property • Where you have to work with a customer, ensure this is side by side not face to face wherever possible • Keep to a minimum of 15 minutes wherever possible in face to face situations • You are at liberty to call a halt to a delivery or demonstration if the customer does not adhere to the one to two metre distancing rule by politely saying "I'm sorry but If you do not keep to the distancing rule I will need to rearrange the delivery/ demonstration/ install/ repair etc". No one is obliged to work in an unsafe environment and the Company does not expect you to endanger your own health. 	
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Covid Vaccination	Vaccination Status	Applies to All Staff	<p>All staff entering a CQC Registered Care Home will need to be fully vaccinated and produce an NHS passport to the care home's 'registered person'. This is the person registered with the CQC as the care home's manager or service provider.</p> <p>Care homes etc – if asked by a care home to undertake a LFT then please do so, even if you have undertaken a weekly test at home or offered by the company.</p> <p><u>Home testing</u> – home testing is still available for free up to 01/04/2022 and can be collected from pharmacies (with a downloaded code) or ordered on line at https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests</p>	
Waste from Testing	Lateral Flow Tests	Applies to all staff	All waste from LFT's can be disposed of in the general waste.	