

<b>ID:</b>	
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## Risk Assessment Form

Use this form for any detailed risk assessment unless a specific form is provided. Refer to your Summary of Hazards/Risks and complete forms as required, including those that are adequately controlled but could be serious in the absence of active management. The Action Plan and reply section is to help you pursue those requiring action.

<b>Name of Assessor:</b>		<b>Post Held:</b>	
<b>Department:</b>	<b>Volunteer Services</b>	<b>Date:</b>	<b>1<sup>st</sup> August 2020</b>
<b>Subject of Assessment:</b> E.g.: hazard, task, equipment, location, people			
<p>Wayfinding Volunteers are based in the main entrance of the Royal Alexandra Hospital.</p> <p>Volunteers are supporting the NHS during COVID19 and beyond. The volunteers will help signpost patients/visitors to the correct area of the hospital under the new patients flow pathways. They will also encourage visitors to make use of face coverings and hand sanitising station available.</p> <p>All activities are currently undertaken under general supervision of the Volunteer Manager. Volunteers can also access support from the Reception desk staff and also form the Support &amp; Information Staff (SIS).</p>			

**Hazards** (Describe the harmful agent(s) and the adverse consequences they could cause)

Contracting COVID 19  
Workplace Environment  
Violence and Aggression  
Difficulty in social distancing in the space

**Description of Risk**

Describe the work that causes exposure to the hazard, and the relevant circumstances. Who is at risk? Highlight significant factors: what makes the risk more or less serious – e.g.: the time taken, how often the work is done, who does it, the work environment, anything else relevant.

**Physical Risks**

- As volunteers are based near the main hospital entrance, they may be asked to help with moving and handling outpatients/visitors by family members/members of the public and occasionally Staff. This includes an expectation from the Public that volunteers will take people to various Departments in wheelchairs. These tasks are the responsibility of trained staff/porters.
- Volunteers could be exposed to incidents of verbal abuse and aggression and potentially to violence
- Visitors to the hospital do not always observe social distancing
- Volunteers can be exposed to the risk of infection/coronavirus. Members of the public can come in to the main hospital entrance looking for testing centres
- Volunteers can be exposed to people with Covid-19 within all areas of the hospital, during the commute to work and in the home environment and need to follow the protocol for infection control for the duration of the Covid-19 outbreak and keep up to date with the latest NHS guidance regarding Covid-19.

**Emotional Risks**

- While engaging with and guiding patients/visitors/families, information can be disclosed to volunteers, which can be of an emotional and potentially distressing nature.
- Volunteers witness hospital activities during an emergency situation for the duration of the Covid-19 outbreak, including stressed members of staff, very sick patients and upset members of the public. Volunteers may also feel uncertain about the risk posed by Covid-19 to themselves and indirectly to their households.
- Volunteers may encounter sick patients from their own family or social circle, which is likely to have a strong emotional impact.

**Other Risk**

- Due to the nature of the volunteer role, patients may disclose information about their health/circumstances and there is potential for volunteers to breach confidentiality.

**Changing Risk**

- Due to the Covid-19 outbreak quick changes within the hospital environment are likely, leading to quick changes in hazards and risks. Volunteers and staff need to be vigilant, keep up to date on latest guidance regarding infection control and communicate any changes they encounter in their roles to enable updates to the Risk Assessment.

## Existing Precautions

Summarise current controls In place	Describe how they might fail to prevent adverse outcomes.
<ul style="list-style-type: none"> <li>There is a clearly defined role description, which is agreed with volunteers prior to commencement in the role.</li> <li>All volunteers receive Mandatory Training and Induction, which includes training in Confidentiality, Boundaries and Infection Control.</li> <li>Volunteers sign up to our Code of Conduct in their Mandatory Training/Induction.</li> <li>It is made clear to all volunteers that the Moving and Handling of patients/visitors is not allowed and the reasons for this are explained. Volunteers are informed of the process for obtaining assistance from porters as/when required.</li> <li>All volunteers wear NHSGGC volunteer uniforms and have NHS ID badges and also name badges, which identifies them as volunteers.</li> <li>Volunteers always have an identified trained member of staff on site to provide advice and support. In the absence of the volunteer manager, it has been agreed that reception staff assume responsibility.</li> <li>Volunteers are informed as to when/how to seek support from trained staff, when they feel there is any threat of verbal abuse and/or aggression and/or violence.</li> <li>Volunteers have been informed that they should ask any trained staff member for help and assistance in the event of people becoming unwell in the reception area.</li> <li>Volunteers sign a self-Health Declaration prior to commencing in their role, which was approved by the Occupational Health Department when the role was first developed.</li> <li>Volunteers are made aware of the most up to date infection control measures as well as PPE requirements and asked to apply these as required for their tasks.</li> <li>PPE is available for all volunteers</li> <li>There are strict controls/security in place for patient pathways, so no COVID symptomatic patients should appear at the Day Hospital entrance</li> </ul>	<p>Volunteers can feel under pressure to assist in helping people i.e. inpatients/outpatients/general public, when they request assistance in moving people in wheelchairs.</p> <p>It is difficult for volunteers to avoid challenging behaviours when they are approached by people under the influence of drugs and/or alcohol.</p> <p>Social distancing can be difficult in the area and so PPE will need to be adhered to.</p> <p>Security may not capture all patients and so COVID symptomatic patients could come to the main reception desk in error.</p>

**Level of Risk** - Is the control of this risk adequate?

Give more than one risk level if the assessment covers a range of circumstances. You can use the 'matrix' to show how 'likelihood' and 'consequences' combine to give a conclusion. Also, be critical of existing measures: if you can think how they might fail, or how they could be improved, these are indications of a red or orange risk.

## Risk Matrix

<u>Likelihood</u>	<u>Impact/Consequences</u>				
	Negligible	Minor	Moderate	Major	Extreme
Almost Certain	Medium	High	High	V High	V High
Likely	Medium	Medium	High	High	V High
Possible	Low	Medium	Medium	High	High
Unlikely	Low	Medium	Medium	Medium	High
Rare	Low	Low	Low	Medium	Medium

 Very High

 High

 Medium

 Low

**Current risk level**

Given the current precautions, and how effective and reliable they are, what is the current level of risk? **Green** is the target – you have thought it through critically and you have no serious worries. Devise ways of making the risk green wherever you can. **Yellow** is acceptable but with some reservations. You can achieve these levels by reducing the inherent risk and or by effective and reliable precautions.

**High (Orange) or Very High (Red) risks are unacceptable and must be acted on: use the Action Plan section to summarise and communicate the problems and actions required.**

**Action Plan** (if risk level is High **Orange** or Very High **Red**)

Use this part of the form for risks that require action. Use it to communicate, with your Line Manager or Risk Coordinator or others if required. If using a copy of this form to notify others, they should reply on the form and return to you. Check that you do receive replies.

Describe the measures required to make the work safe. Include hardware – engineering controls, and procedures. Say what you intend to change. If proposed actions are out with your remit, identify them on the plan below but do not say who or by when; leave this to the manager with the authority to decide this and allocate the resources required.

Proposed actions to control the problem List the actions required. If action by others is required, you must send them a copy	By Whom	Start date	Action due date

**Action by Others Required - Complete as appropriate: (please tick or enter YES, name and date where appropriate)**

Report up management chain for action	
Report to Estates for action	
Contact advisers/specialists	
Alert your staff to problem, new working practice, interim solutions, etc	

**Reply**

If you receive this form as a manager from someone in your department, you must decide how the risk is to be managed. Update the action plan and reply with a copy to others who need to know. If appropriate, you should note additions to the Directorate / Service Risk Register.

If you receive this as an adviser or other specialist, reply to the sender and investigate further as required.

Assessment completed - date:

Review date: