

Motability Risk Assessment Sheet - 006

<p>SECTION 1: CONTROL DATA</p> <p>DEPARTMENT : Field Team, Grants</p> <p>RISK – <u>Customer Homes to include COVID 19</u></p> <p>LOCATION OF RISK: Customer Homes</p>	<p>RISK ASSESSOR: Jackie Smith</p> <p>ASSESSMENT DATE: 21st January 2020 reviewed date 14/05/2020 due to COVID 19</p> <p>PLANNED REASSESSMENT: As further guidance on COVID-19 becomes available, at the latest 19th January 2021</p>
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Motability are assessing the risks faced by the Field Team by conducting assessments of grant applicants in their own homes.

Motability field team are lone workers and therefore face different risks to our office based staff.

The risk assessment is completed annually to ensure that we address the risks and consider the controls that are implemented as new options become available.

The Covid-19 pandemic has given rise to a further review (14th May 2020) of the risks faced when working in beneficiaries home, applicants requiring field team visits often have complex medical needs and could be more vulnerable to Covid-19. The assessment therefore considers the controls required to make this working environment as safe as possible for both Motability staff and beneficiaries.

Section 2: INITIAL ASSESSMENT

Section 2: Q1 DESCRIPTION OF RISK & POTENTIAL HARM:

1. Pets/Assistance dogs – assessor fear of dogs, bites, fleas, scratches, allergies, trips, faeces, urine, stress, depression.
2. Abusive customers/family (including managing expectations) – physical/verbal attacks, stress
3. Use of wheelchair – crushing injury, cuts, tripping, bruising.
4. Environment (cleanliness, chemicals, trip hazards, sharps, medication, smoking) – infection, cuts, bruising, burns, allergic reaction, stress, depression.
5. Customer personal hygiene (Incontinence, bodily fluids) – infection, skin reactions.
6. Accusations – stress, depression.
7. Medical Emergencies – Stress.
8. Medical Assistance - Musculoskeletal injury, infections.
9. Customer or other occupant under the influence of drugs and/or alcohol.
10. Condition of premises, access/egress routes, fire safety, etc.

Section 2: Q2 WHO IS EXPOSED TO THIS RISK:

MDA (Mobility & Driving Advisors), customer/family.

Section 2: Q3 CONTROLS CURRENTLY IN PLACE TO MINIMISE THIS RISK

1. MDA request customer to secure animal whilst the environment is assessed and deciding whether the assessment will be carried out in the home or in the assessment vehicle.
2. Motability contact will assess likelihood of abuse. Joint assessment if required. If MDA has any concerns at the visit the assessment will be terminated.
3. MDA provided with protective footwear (steel toe-capped boots), disposable latex gloves.
4. Disposable latex gloves, kneeling pads, MDA to assess whether to carry out the measurement of the wheelchair in the vehicle.
5. MDA to assess whether a second person is required at the assessment. DBS checks. Under 18 year olds/vulnerable adults to be accompanied by appointee/carer – see Test Drives.
6. MDA to call emergency services. Employee Assistance Programme.
7. First Aid awareness Training given to MDAs. First aid kits provided. Guidance from insurance company.
8. MDA to assess the situation and to decide if assessment can continue.
9. MDA to assess conditions upon entry and terminate assessment if conditions are unsafe. This will be visual check, no tick sheet needed.
10. Be alert to any potential fire risks – gas heaters etc.
11. Overall safety measure – Calling in/out process following each customer visit. Please see MDA calling in process for lone working.
12. Motability mobile phones assigned to the field team have a Life 360 app which allows the Solutions manager to locate a member of staff if required. This is for the safety of the staff if they are unable to call and check in.

Section 2: Q4 - WHAT IS OUR INITIAL ASSESSMENT OF THE RISK:

Current risk is **medium**.

Staff do face risks by going to customer homes, however there are appropriate steps in place which allows the MDA to determine if the working environment is safe or not.

SECTION 3: THE RE-ASSESSMENT – 14th May 2020

Section 3: Q1 - WHAT NEW RISKS HAVE BEEN IDENTIFIED?

The risks as originally identified remain , however the Covid-19 pandemic has resulted in the following risks being raised

1. MDA's entering customer homes during Covid-19 pandemic – catching virus from a contaminated environment or beneficiary.
2. MDA's entering customer homes during Covid-19 pandemic – transmitting the virus to a beneficiary or contaminating their home environment.
3. MDA's visiting multiple customers within a day – potentially increasing the spread of the virus.

Section 3: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

The controls listed above remain valid; however the following controls have been implemented to reduce the potential contamination and transmission of Covid-19.

1. MDA's are requested not to enter a customer's home during Covid-19.
2. MDA assessments will be conducted in two parts – the interview and discussion to assess ability and requirements and the assessment of the solution identified.

3. Part 1 will be completed via telephone to minimise the face to face time. These calls are anticipated to be approx. 1 hour and will provide details to the applicant of the process for the assessment to be conducted.
4. Part 2, the assessment will be carried out in the assessment vehicle (or suitable outside space if the customer is comfortable with this).
5. Keep time in enclosed space to a minimum, you may be able to carry out the assessment in the applicants garden or open space; this will need to be discussed before the assessment due to confidentiality.
6. Call the day before the visit is scheduled to confirm no one in the house hold has tested positive for Covid-19, has symptoms or is shielding. This includes having had symptoms in the last 14 days
7. Confirm ahead of the assessment visit those who need to be in attendance at the assessment. Keep attendees for the assessment to a minimum, only those who have requirements to be considered and assessed or for assistance with communication.
8. Ensure the 2m social distancing is observed throughout the assessment.
9. Keep the assessment vehicle well ventilated, doors and windows open is preferred, air con should be used where this is not possible, but this must not be set to re-circulate.
10. Full PPE must be worn; Gloves, Disposal apron & FFP2 face mask or equivalent when the assessor is required to undertake physical assessments and will go closer than 2m. If the customer does not have a face covering and gloves the MDA can provide this and will dispose of this with their own PPE.
11. Only one customer assessment should be carried out each day, to minimise the risk of cross contamination.
12. On completing the cleaning of the vehicle all the cloths, wipes and PPE must be placed in a black bag, tied and kept for 72 hours before placing it in the household rubbish.

Section 3: Q3 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

Further measures have been implemented in order to create a safer environment for both employees and beneficiaries during the Covid-19 pandemic.

The risk has been identified as **medium**, beneficiaries are likely to be vulnerable to Covid-19 and could suffer major reactions as a result, and currently the likelihood is possible.

We will continue to monitor the guidance provided and review the risks to ensure we minimise exposure where possible.

Section 3: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

Jackie Smith – Solutions Manager
Cheryl Hodgson – Risk, Controls & Compliance Manager
Paul Venter – Health and Safety Advisor

Presented to Health & Safety Committee on 28th May 2020.

SECTION 4: FURTHER RE-ASSESSMENT – DATE

Section 4: Q1 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

Section 4: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE?

Section 4: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED?

Section 4: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT?

Risk Assessment Matrix

		Severity				
		Fatal Injuries	Major Injuries	7 Day Injuries	Medical Treatment	Minor Injuries
Likelihood	Very Likely	High	High	High	High	Medium
	Likely	High	High	High	Medium	Medium
	Possible	High	Medium	Medium	Medium	Low
	Unlikely	Medium	Medium	Medium	Low	Low
	Very Unlikely	Medium	Low	Low	Low	Low

H = Intolerable Risk Action - STOP Activity
M = Tolerable if ALARP Action - REVIEW Risk Level
L = Broadly Acceptable Action - MONITOR Risk Controls

This Initial Risk Assessment is Medium

Assessors Name: Jackie Smith Department Manager: Lisa Jones Facilities Office: Steve Wright	Signed: Jackie Smith Signed: Lisa Jones Signed: Steve Wright	Date: 5th June 2020 Date: 5 th June 2020 Date: 5 th June 2020
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Re-assessment of risk is MEDIUM

Assessors Name: Jackie Smith	Signed: Jackie Smith	Date: 5 th June 2020
Department Manager: Lisa Jones	Signed: Lisa Jones	Date: 5 th June 2020
Facilities Office: Steve Wright	Signed: Steve Wright	Date: 5 th June 2020