



Risk Assessment – Commercial Cleaning in areas with shared facilities

1	Site / Location:	Risk Assessment number: No. Covid-19 8.3	Used in Conjunction with: Any other relevant risk assessments
	Assessor's name:	Signature:	
	Approved by (Manager) name: <i>Please see section 11 for review dates</i>	Signature:	Profit Centre:

This assessment is to be used during the COVID 19 (Coronavirus) pandemic. Where necessary, please also refer to the site specific COVID 19 Risk assessment. Section 9 must be reviewed and completed where local restrictions are in place or the client has provided us with additional instructions e.g. the wearing of face coverings in some settings.

<p>Keep a minimum distance of 2 metres where possible</p> 	<p>Wash hands frequently (for at least 20 seconds) or use hand sanitizer with a minimum of 60% alcohol</p> 	<p>Clean surfaces frequently including door handles, rails, hoists etc.</p> 	<p>Avoid touching your face, nose and eyes</p> 
--	---	---	---

2	Work activity	Commercial Cleaning - Keyworker Accommodation etc.
----------	----------------------	---

	<p>When carrying out any risk assessment, follow the 5-step process:</p> <ol style="list-style-type: none"> 1. Identify the hazards 2. Decide who might be harmed and how 3. Evaluate the risk and introduce controls 4. Record your findings and implement them 5. Review assessment and amend as necessary 	<p>In all cases consideration must be given to the following:</p> <ul style="list-style-type: none"> • Manual handling requirements • Hygiene • Working at height • Good housekeeping • Any training, instruction or supervision that may be required • Use of PPE
---	--	---

3	Potential Hazards			
	Physical injuries : Cuts/ Abrasions / Slips, Trips Falls.	Electrical Hazards : Shock, Burns / Fire	Manual Handling : muscular skeletal and other	Disease /Infections

Emergency Issues : Fire safety, Evacuation Bomb threats	Lone Working : Physical assault, delayed assistance	Chemical Hazards : Irritation / Skin disorders /harm to respiratory tract	Covid-19 issues
Others:			

4	Who will be affected	Employee	✓	Members of Public	✓	Contractor	✓	Visitor	✓
	Others: please specify	Site staff and residents - Anyone affected by Pinnacle's acts or omissions							

5	Evaluate Risk - Risk Rating Table			
	Probability of Occurrence	P	Potential Severity	S
	Common	5	Fatal	5
	Probable	4	Major	4
	Occasional	3	Serious	3
	Possible	2	Minor	2
	Improbable	1	Slight	1
Risk Rating : (P) Probability x (S) Severity = Risk Rating (1-8 Low) (9-15 Medium) (16-25 High)				

Risk (R)	Likelihood					
Severity	1	2	3	4	5	Low: Continue but review regularly to ensure controls remain effective. Medium: Continue, as above, but implement additional controls where possible. Monitor regularly. High: Stop the activity and re-assess. Identify new controls. Seek advice from manager or Health and Safety team
	2	4	6	8	10	
	3	6	9	12	15	
	4	8	12	16	20	
	5	10	15	20	25	

6	Risk Assessment Overall Risk Rating – Pre-Control : High			
	Physical injuries	3 x 4= 12	Disease/infections	3 x 4= 12
	Electrical hazards	3 x 5= 15	Chemicals Hazards	3 x 4= 12
	Manual Handling	3 x 4= 12	Cleaning during Covid-19	4 x 4 = 16
	Lone Working	3 x 4= 12	Vehicle sharing during Covid-19	4 x 4 = 16
	Emergency Issues:	2 x 5= 10	Working at Height	3 x 5= 15

7
List the existing controls – when choosing your controls ensure you use the hierarchy of controls, eliminating hazards where possible

7.1	Cleaning during Covid-19 pandemic – suspected or confirmed cases	Revised Risk Rating PxS
	<p>Please note: <u>For sites with 8 occupants or less, or where the premises is separate from other blocks:</u> if multiple occupancy premises have shared common areas e.g. bathroom, kitchens, TV rooms etc. and it is known that one person is self-isolating, it should be assumed that all occupants would be self isolating as they may have passed through common areas. Where this is the case, Pinnacle staff should not enter for at least two weeks or until we receive confirmation that their self-isolation is over. Please liaise with your client to check for self-isolation and / shielding issues.</p> <p><u>For all other sites,</u> including sheltered accommodation. If there is a suspected / confirmed case of coronavirus, on the advice of the Scheme Manager, all occupants would have to go into temporary ‘lockdown’ i.e. stay in their own rooms and stop using communal areas, until the cleaning regime has been completed. Pinnacle employees would then carry out the clean of communal areas. No Pinnacle employee should clean a communal area where a resident is in situation, and the Scheme Manager would need to be notified of this and when the clean has been completed.</p> <p>In both sets of circumstances, an on-site assessment would need to be carried out.</p> <p>https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</p> <p>Personal protective equipment (PPE)</p> <ul style="list-style-type: none"> • The minimum PPE to be worn for cleaning an area where a person with possible or confirmed coronavirus (COVID-19) has been is disposable gloves and an apron. Hands should be washed with soap and water for 20 seconds after all PPE has been removed. It must be used in accordance with this risk assessment and the COSHH assessment. • If a risk assessment of the setting indicates that a higher level of virus may be present (for example where unwell individuals have slept such as a hotel room or boarding school dormitory) or there is visible contamination with body fluids, then the need for additional PPE to protect the cleaner’s eyes, mouth and nose must be considered. This is likely to include a mask. <p>Cleaning and disinfection</p> <ul style="list-style-type: none"> • Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors, but which are not visibly contaminated with body fluids can be cleaned thoroughly as normal. • All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including: <ul style="list-style-type: none"> • objects which are visibly contaminated with body fluids • all potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells • Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the 	<p>3 x 4 - 12</p>

options below:

- use either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine
- or
- a household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturer’s instructions for dilution, application and contact times for all detergents and disinfectants
- or
- if an alternative disinfectant is used within the organisation, this should be checked and ensure that it is effective against enveloped viruses
- Avoid creating splashes and spray when cleaning.

Waste

- Waste (including aprons, gloves, wipes etc.) from possible cases and cleaning of areas where possible cases have been:
- 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 suitable and secure place and marked for storage until the individual’s test results are known.
- Waste should be stored safely and kept away from children. You should not put your waste in communal waste areas until negative test results are known, or the waste has been stored for at least 72 hours.
- if the individual tests negative, this can be put in with the normal waste
- if the individual tests positive, then store it for at least 72 hours and put in with the normal waste

7.2	Sharing of vehicles during coronavirus pandemic (If necessary)	Revised Risk Rating PxS
	<ul style="list-style-type: none"> • Wherever possible, we must observe the social distancing advice and one person per vehicle must be our standard position. • If this is not possible: • Each crew with their manager will need to complete the ‘site specific – vehicle sharing’ risk assessment for each vehicle. • No more than two people per vehicle and only if necessary • If any staff member has concerns regarding sharing a vehicle during the coronavirus outbreak, they must speak with their manager before the activity begins. • Face coverings should be considered by all members of staff in the vehicle, unless they are exempt from wearing one or if the wearing of a covering impedes a driver’s vision or causes a distraction 	3 x 4 = 12

7.3	Additional Controls during COVID 19	Revised Risk Rating PxS
	<ul style="list-style-type: none"> • Any member of staff that shows symptoms of COVID 19 – high temperature, continual coughing and /or anosmia (change in taste / smell sensation) must stay at home and observe the appropriate self-isolation period for their household. • Staff must inform us if they feel they are within a ‘vulnerable or at risk’ group and an individual assessment will need to be carried out • Is the work necessary? • Consider whether start / break / finish times can be staggered • PPE must only be worn as per existing COSHH and risk assessments. If masks are to be worn, i.e. bodily spills they must be worn as per manufacturer’s instructions. • All staff must regularly wash their hands. If hand washing facilities are not available, sanitising gel or similar must be available • Avoid sharing equipment or handling other people’s equipment. If this is necessary, equipment should be wiped down and ‘drop off’ zones created to try and meet the social distancing guidance • Avoid splitting teams up. Where possible keep the same two people in a team. • Keep the activity as short as possible – without compromising any other safety issues e.g. don’t rush the work. • Wherever possible maintain social distancing • Work back to back or side to side but avoid face to face work activities • Wearing of Face Coverings see 7.3.a 	<p>3 x 4 = 12</p>

7.3 a	Use of face coverings within work settings	
	<p>https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own</p> <p>In England, you must wear a face covering in the following indoor settings. A face covering is not PPE. If your Risk Assessments states a mask must be worn, then you would wear a mask. You are expected to wear a face covering before entering any of these settings below and must keep it on until you leave unless there is a reasonable excuse for removing it or you are exempt:</p> <ul style="list-style-type: none"> • public transport • taxis and private hire vehicles • transport hubs • shops and supermarkets • shopping centres • auction houses • premises providing hospitality • post offices, banks, building societies, high-street solicitors and accountants, credit unions, short-term loan providers, savings clubs and money service businesses • estate and lettings agents • theatres • premises providing personal care and beauty treatments • premises providing veterinary services 	

- visitor attractions and entertainment venues
- libraries and public reading rooms
- places of worship
- funeral service providers
- community centres, youth centres and social clubs
- exhibition halls and conference centres
- public areas in hotels and hostels
- storage and distribution facilities
- You should also wear a face covering in indoor places not listed here where social distancing may be difficult and where you will come into contact* with people you do not normally meet.
- In situations where a Pinnacle colleague is meeting with a customer face-to-face in an enclosed space where social distancing is not possible, colleagues must wear a face covering for the duration of the meeting
- Face coverings are needed in NHS settings, including hospitals and primary or community care settings, such as GP surgeries. They are also advised to be worn in care homes.

** A 'contact' is a person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person was symptomatic up to 10 days from onset of symptoms (this is when they are infectious to others). For example, a contact can be:*

- *people who spend significant time in the same household as a person who has tested positive for COVID-19*
- *sexual partners*
- *a person who has had face-to-face contact (within one metre), with someone who has tested positive for COVID-19, including:*
 - being coughed on*
 - having a face-to-face conversation within one metre*
 - having skin-to-skin physical contact, or*
 - contact within one metre for one minute or longer without face-to-face contact*
- *a person who has been within 2 metres of someone who has tested positive for COVID-19 for more than 15 minutes*
- *a person who has travelled in a small vehicle with someone who has tested positive for COVID-19 or in a large vehicle or plane near someone who has tested positive for COVID-19*

In addition, your client may wish to implement additional controls. These should be discussed with the Contract Manager and **Section 9 completed accordingly**. These premises are likely to include, but not limited to, the following settings:

- Care and Support
- Independent living
- Sheltered accommodation
- Hostels
- NHS settings
- Joint Services

And the appropriate risk rating applied per setting

7.4	Physical injuries – Cuts/ Abrasions/ Slips, Trips etc	Revised Risk Rating PxS
	<ul style="list-style-type: none"> - Immediate cleaning up of any spillage - Wet floor signs to be used when appropriate - Dry mop floors after cleaning up initial spillage. - Adequate PPE – e.g. appropriate footwear to be worn - Residents, visitors etc to be kept away from spill area during cleaning. - Adequate external lighting during working hours - Use extension leads and adaptors only where necessary. - Use nearest available socket to reduce need for extension leads - Good housekeeping and workplace layout to be maintained 	<p>2 x 4 = 8</p> <p>Low</p>
7.5	Electrical hazards – Shock, Burns / Fire	Revised Risk Rating PxS
	<ul style="list-style-type: none"> - Pre-use check conducted by user - Electrical equipment subject to regular safety inspection and test 'PAT testing' - Trailing leads kept to a minimum and made safe. - Use extension leads and adaptors only where necessary. - Use nearest available socket to reduce need for extension lead - Mains powered portable equipment to be protected by RCD in higher risk situations, e.g., equipment used outside or in wet conditions, and for equipment where there is a risk of cables being severed. - System for reporting faults and taking equipment out of service in place - Isolate power before changing bulbs 	<p>2 x 5 = 5</p> <p>Med</p>
7.6	Manual Handling – Moving beds, mattresses & furniture plus general lifting. muscular skeletal and other	Revised Risk Rating PxS
	<ul style="list-style-type: none"> - PLEASE NOTE – DURING COVID-19 PANDEMIC, SUCH WORK MAY BE RESTRICTED DUE TO GOVERNMENT GUIDANCE E.G. NUMBERS OF PEOPLE IN PREMISES - Specific Manual handling assessment carried out for all one-off tasks presenting significant risk / for individuals with medical conditions etc. - 2 persons lifting of beds & furniture - Manual Handling Assessment carried out for use of floor buffer, carpet cleaner etc. - Training given in correct procedure for use of such equipment - Any specific training / instruction requirements identified - Manual Handling refresher toolbox talk given annually - Manual handling minimised as far as possible, broken down into smaller loads / assistance sought. - Appropriate footwear worn - Mechanical lifting aids available (trolleys etc.) - Good housekeeping and workplace layout. - Floor surfaces unobstructed and slip free - When moving wheeled bins ensure brakes are released when moving and applied when bin has been moved 	<p>2 x 4 = 8</p> <p>Low</p>
7.7	Disease & Infections general / Sharps	Revised Risk

	Rating PxS
<ul style="list-style-type: none"> - Potentially hazardous waste e.g. vomit / bodily fluids must be disposed of correctly and surfaces properly disinfected. - Correct PPE to be worn – aprons or coverall, gloves and relevant face protection - Bodily fluid toolbox talks given - Bodily fluids spill kit to be used - Sharps toolbox talk refreshed annually - Sharps box to be used - Staff to use litter picker to pick up sharps - Disposable gloves and aprons used for all activities that may result in contamination of clothing with blood, body fluids or faeces. See section below on Covid19 - Such PPE is double bagged and disposed of appropriately after a single use. - Waste collections for clinical waste - Adequate provision for hand washing or sanitiser readily available. - All wounds on exposed skin are suitably covered - Report all pest infestations to client 	<p>3 x 4 = 12</p> <p>Medium</p>

7.8	Lone Working & Personal Safety - working in occupied properties	Revised Risk Rating PxS
	<ul style="list-style-type: none"> - Ensure there is adequate lighting. - Challenge unknown visitors where safe to do so. - Mobile phone carried - Notify manager of start time and when finished. - Only agreed risk tasks to be undertaken, - Avoid high risk activities (e.g. working at height, some manual handling); - Monitor risk assessment - If staff are concerned about occupant's behaviour they are to leave and report to Manger - All incidents of racial abuse, sexual abuse, verbal abuse, harassment and threats as well as any actual physical abuse must be reported immediately to the Manager 	<p>2 x 4 = 8</p> <p>Low</p>

7.9	Chemical Hazards. General cleaning, cleaning of fridges, microwaves & ovens, lifts and bin chambers	Revised Risk Rating PxS
	<ul style="list-style-type: none"> - Material Safety Data Sheet for substances obtained from supplier and guidance followed. - COSHH Assessment completed for all hazardous chemicals and control measures implemented. - Appropriate Personal Protective Equipment (e.g. gloves) provided and worn where identified in COSHH and risk assessment. - Chemicals stored / used / transported appropriately and access restricted when in use. - Immediate cleaning up of any spillage - All containers clearly labelled 	<p>2 x 4 = 8</p> <p>Low</p>

7.10	Working at Height – lightbulb changing , removing & rehangng curtains	Revised Risk Rating PxS
	<ul style="list-style-type: none"> - Staff trained in ladder use and correct method of changing lamps - Ladders checked by staff before use - Isolate power before changing lamps 	<p>2 x 5 = 10</p> <p>Medium</p>

7.11	Emergency Issues	Revised Risk Rating PxS
	<ul style="list-style-type: none"> - All staff to know first aiders and location of first aid kits. - All staff to be familiar with emergency / evacuation procedures - Staff to remain vigilant at all times and understand fire safety awareness. - First aiders to be available. Where necessary first aid should be given during COVID 19 	<p>2 x 5 = 10</p> <p>Medium</p>

Post Control Risk Rating :	Medium
-----------------------------------	---------------

8	Are the existing control measures adequate?	
	If No : go to 9	If Yes: go to 10

9.1	Identify and list the additional control measures required for safe working using the following hierarchy: 1 Eradicate the hazard 2 Reduce the hazard 3 Isolate the hazard 4 Contain the hazard	Please also refer to 7.3
------------	---	---------------------------------

9.2	Local issues – restrictions and additional client controls (<i>Consider: Site/ Equipment & PPE /Employees /Specific issues</i>)	Revised Risk Rating PxS

10	Final risk rating (To be completed)	
-----------	--	--

11	Risk assessment sheet completed	Have all relevant employees signed awareness sheet to say they have been informed/trained in controls
	Signed	Signed
	Date	Date
	Risk assessment sheet reviewed	Have all relevant employees signed awareness sheet to say they have been informed/trained in controls
	Signed	Signed
	Date	Date
	Risk assessment sheet reviewed	Have all relevant employees signed awareness sheet to say they have been informed/trained in controls