

Risk Assessment

Covid-19 Working Arrangements

Assessment Type	Date performed	Review Date	Approved By
Remote - Process Based	26 May 2020	November 2020	Standards and Training Director

Description

Ensure bloom UK is able to deliver care to hearing care customers during Covid-19 pandemic in way that maintains the health & wellbeing of customers and employees.

Definition of Risk	Who is at risk?	How is the risk managed?
Prevent spread of infection amongst non-customer facing employees	Head Office employees – working in a close environment	<ul style="list-style-type: none"> All employees that are able will work from home. Ensure employees have the equipment they need to perform their role in their homes.
	Head Office employees dealing with stock – need to be in the HO building so risk of cross infection	<ul style="list-style-type: none"> Limit employee numbers in Head Office at any one time. Ensure 2m distance at all times. Only one person in kitchen area, toilets or stairs at any one time. Daily self-check on Covid-19 symptoms before leaving for work. Employees to self-isolate in line with government guidelines. Strict hand hygiene and cleaning protocols in place.
Prevent spread of infection in customer facing employees	Branch based employees – risk of cross infection from uncontrolled entry by members of the public	<ul style="list-style-type: none"> Daily self-check on Covid-19 symptoms before leaving for work. Employees to self-isolate in line with government guidelines. Branch to operate a locked door policy with only one customer permitted at a time. Time between customers to clean hard surfaces. Strict hand hygiene and cleaning protocols in place including deep clean of branches. Customers seen by appointment only, all undergo triage prior to appointment to ensure no Covid-19 symptoms and minimise the face to face time. Remove all clutter such as magazines, displays, coffee machines to minimise hard surfaces and make easier to clean. Use PPE according to public health guidelines when operating within 2m social distancing for diagnostic tests. Customer should also wear a face mask during diagnostic tests. No cash payments – card or finance only
	Home Visits – risk of infection from uncontrolled environment	<ul style="list-style-type: none"> All customers to be triaged remotely prior to appointment to ensure no Covid-19 symptoms in household and minimise length of time in home visit. Customer advised to keep 2m distance where possible until Audiologist is ready to complete diagnostic tests and keep rest of household away from the room used. Where customer representative is included, they must keep a 2m distance at all times. Use PPE according to public health guidelines when operating within 2m social distancing for diagnostic tests. Customer should also wear a face mask during diagnostic tests.

Prevent spread of infection in customer facing employees	Clinically vulnerable employees – increased risk from exposure to infection	<ul style="list-style-type: none"> • Ensure risks are managed, extremely vulnerable will work from home only, vulnerable employees will only work where social distance can be maintained.
	All employees – risk imposed from face to face communication	<ul style="list-style-type: none"> • All employee meetings to be held via Microsoft Teams. • Regular remote communication to be set up to keep all employees involved in the business. • Regular check in conversations to be held to ensure mental health of employees whilst working remotely. • Remote training to be held on current procedures and any changes to government or public health guidelines.
Protecting Customers against the spread of infection	All customers – risk of cross infection by interaction with non-household members	<ul style="list-style-type: none"> • Adopt a remote first process – complete all or most of the interaction remotely, face to face meetings only when no other option. • Use couriers to deliver or pick up stock to avoid unnecessary visits to post office. Packages to be left on doorsteps.
	Face to face appointments – risk of infection from close interaction	<ul style="list-style-type: none"> • Balance the benefit against the risk of any face to face meetings – defer if possible. • Clinical vulnerable customers – defer if possible, if needed offer home visit with PPE. • Clinical extremely vulnerable – defer until government guidelines indicate the risk is lower. • Use current government guidelines to ensure customers and Audiologists are symptom free before attending a face to face appointment. • Minimise appointment time, complete only essential diagnostic tests. • Use of PPE by Audiologist according to public health guidelines when operating within 2m social distancing for diagnostic tests. Customer should also wear a face mask during diagnostic tests. • Strict hand hygiene and cleaning protocols for instruments in place • Clear instructions to be given regarding restrictions in place in line with current government and public health guidelines.
	Purchase of batteries and accessories in branches involves risk from interaction with non-household members	<ul style="list-style-type: none"> • All purchases of batteries and accessories to be made remotely through website or telephone Customer Care centre.
	Repairs – risk from interaction with non-household members	<ul style="list-style-type: none"> • Repairs will where possible be completed remotely with instructions from an Audiologist or the hearing aids will be sent for repair.