

## Risk Assessment

Task Stanley House small animal department 06.11.20 Risk increased to a medium due to being in a high-risk area.		Risk Assessment			On-going risk assessment		
		Low	Medium	High	Low	Medium	High
List significant hazards	List groups of people at risk	<b>Control measures up to 06-11-20</b> Notes					
Staff contracting corona virus from each other and clients	Visitors Clients Staff	<p><b>Visitors</b></p> <p>No visitors to be allowed in the practice other than on Health and Safety grounds or to repair essential equipment. When possible, this will be arranged outside the hours the main work force arrive. Prior to their visit the member of staff organizing the visit must check if the person is fit and well or if they have been in contact with anyone infected with corona for the last 14 days. If they have, they must request the company send a different engineer. They will need to wash their hands immediately and wear a face covering. Delivery drivers should wear a mask when entering the building unless they are exempt due to medical reasons.</p> <p><b>Clients</b></p> <p>Clients by law must wear a face covering when entering a veterinary surgery, unless they are exempt due to health, age or equality. If this is the case staff should remain behind the sneeze screen and or wear a face covering and visor and face covering.</p> <p>For more information visit:  <a href="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?dm_i=3VUQ,15SA5,1ZBDPE,4447N,1#when-to-wear-a-face-covering">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?dm_i=3VUQ,15SA5,1ZBDPE,4447N,1#when-to-wear-a-face-covering</a></p> <p>Other measures taken to protect clients and staff.</p> <p>Sneeze screens are protecting clients and receptionists at all surgeries.</p> <p>Signs have been put in all receptions to inform clients how many people are allowed in our reception areas.</p> <p>Staff should check if a client is displaying any symptoms of covid a phone consult should be made and the pet treated remotely if possible. The pet should only be seen at the surgery if it is absolutely necessary and it definitely cannot wait until 10 days after the client started with symptoms. The</p>					

client should remain in isolation and arrange for someone else to bring the pet to the surgery. The person arranging this must inform the vet who is seeing the animal. Barrier nursing must be practiced.

### The client journey for appointments

When a client calls to make an appointment.

Please consider if the need to come to the surgery or could the appointment be done via a phone consultation. During Lockdown 2.0 this has been widely communicated to clients.

- Make an appointment and ask them to bring a mobile phone with them. Check what number they are calling from.
- They will also need to wear a face covering to come in to the building (unless they are exempt due to medical reasons).
- They will be required to use the hand sanitiser as they enter.

From Monday 12<sup>th</sup> October 2020 clients can go into the consulting room with their pets.

Clients must be asked:

Please ensure that you are well and contact us to defer your appointment if you have any symptoms of Covid-19.

If you or anyone close to you is unwell or has any signs of Covid-19 and your pet needs to come and visit us, please inform our receptionists and we will do all we can to arrange appropriate treatment while not exposing any of our staff to unnecessary risk.

If you have symptoms of Covid-19, we would ask that all non-urgent appointments are rearranged for at least 7 days after your symptoms started. If the appointment is an emergency and we would need to see your pet, we will need to take extra precautions and ask that you arrange for someone else to bring your pet to the surgery.

If clients choose to come to the surgery they must behave in a covid safe manner. Staff are empowered to inform them when they are not.

- Please ensure that you arrive at your allocated appointment time. If you arrive early for your appointment we ask that you remain outside of our surgery until it is the allocated time of your appointment.
- There are restrictions as to how many people can come in our building there are signs up at each surgery regarding this.
- There are only a certain number of seats in the waiting room (ones with X on must not be used) once all seats are taken please wait outside.
- Please sanitise your hands on entering our buildings
- Please wear a face covering at all times in the building (unless you are exempt the please wear a visor if this is possible)
- Please respect our staff and following any instructions given very carefully.
- Please ensure you keep 2 meters away from our staff and other clients
- You may not be able to be with your pet whilst it is examined please respect the vet's decision.
- To limit the amount of people in the reception area we may ask for a pre-payment for routine appointments.

- Once you have settled your account please leave the premises whilst maintaining social distancing from staff and other clients.
- We ask that you exit as quickly as you can as this will allow other clients to enter the building

Clients will receive a link via text with the below information after making an appointment

<https://www.stanleyhousevets.com/covid-19-appointment-guide/>

We have put procedures in place to try and ensure the health and wellbeing of both staff and clients whilst trying to continue to offer the best

**Reception and waiting areas:**

- At Colne if there are 2 clients per reception desk already inside the building, you must wait outside.
- At Burnley and Barnoldswick if there are 2 clients already in the reception waiting areas, you must wait outside.
- We ask that only one person per pet visits our surgeries unless necessary.
- There will be cleaning facilities provided in our waiting areas for you to wipe down seats before sitting. There will also be another hand sanitiser provided for after you have used the spray bottle etc.
- No clients to enter Ashlar House Barn. Clients to be asked to wait in porch or their cars if waiting.

If clients at SA surgeries would prefer to wait outside or in your car when attending our surgeries for your pets appointment, please follow the appointment guide below. Please ensure that you let our reception team know prior to your appointment that you would prefer to wait outside or in your car whilst your pet is examined.

- Please ensure that you provide our reception team with a correct mobile number and that you bring this mobile with you to your appointment so we are able to contact you.
- If you are booking an appointment online, please enter your correct mobile number into the section "Any specific comments for this visit". Please ensure that you bring this mobile with you to your appointment so we are able to contact you.
- Please arrive 5 minutes before your appointment time and stay in your car, you do not need to call us to let us know that you have arrived. The vet will call you on the mobile number you provided when you booked your appointment.
- If the vet has not called you 5 minutes after your appointment time please contact the surgery and let the receptionist know that you are waiting for the vet to call you.
- Please ensure you wear a face covering when interacting with our staff inside or outside, this applies to all of our surgeries.
- If you are exempt from wearing a face covering please wear a visor where possible.

- When the vet first calls you, they will want to discuss your pet's clinical history and the nature of the appointment.
- The vet will then tell you which door a member of staff will meet you at to collect your pet from you.
- The vet will then examine your pet in a consult room whilst you wait in your car. Waiting in your car will help with social distancing and avoid people congregating at our doors.
- Once your pet has been examined, the vet will call you back to discuss your pet's health.
- Then the vet will tell you which door to go to where you can collect your pet from them. When collecting your pet, you will be required to go to reception to settle your account and collect any medication that your pet may need.

**Clients ordering prescriptions:**

- Clients are to be given the option of having their pet's medications posted though there could be a cost involved to cover the cost of postage.
- Clients choosing to collect the medication should pay in advance.
- They can come in to the surgery to collect their prescription but must be informed: When they enter the building please wear a face covering and use the hand sanitiser provided.
- Please maintain at least two meters in distance from any staff and other clients.
- At Colne if there are more 4 people already in the reception area please wait outside. At Burnley and Barnoldswick if there are 2 people in the reception area please wait outside.
- You should leave the building as soon as you have been given the medication.
- Only one family member should come in to reception
- L/A Clients are to be given the option of having their animal medications posted (there could be a cost involved to cover the cost of postage). If clients choose to collect the medication, staff will inform clients via phone/email that when they arrive at Higham to wait in their cars. Once in the car park to ring the main line to speak to reception and tell them what they are here to collect. Reception will leave prescriptions outside on the wall or in the porch to collect

**Staff**

Staff must not come in to work if they or someone in their household/ social bubble or they have been in close contact with is feeling ill, develops a temperature, a new persistent cough and/or develops changes to their taste or smell. They must inform their team leader or Practice Manager ASAP and follow government guidelines

**Close contacts are considered to be:**

- family members or other household members living with them.
- any close contact with anyone particularly in the 48 hours before symptoms developed and the time since developed symptoms.

Close contact means:

- having any face-to-face contact with someone (less than 1 metre away).
- spending one minute within a meter of someone.
- spending more than 15 minutes 1-2 metres of someone.
- travelling in a car or other small vehicle with someone (even on a short journey) or close to them on a plane.

Wearing masks and visors is thought to help but it does not diminish the need to declare who you have had close contact with at work. Wearing masks is thought to protect those around you if you are asymptomatic. Wearing visor are thought to help reduce the potential of someone with covid passing it on to you. Hence, it is vital you do keep wearing them as previously requested.

**Cleaning of working stations**

- Where possible please keep to the same work station for the duration of your shift. Please thoroughly clean before and after use.
- A workstation is: the desk, computer, key board, mouse, card machine, printer and phone
- Please clean all touch areas around your work station.

**Social distancing parameters in work.**

**Receptionist Colne**

To enable receptionist to work more than 2 meters apart there are now 4 work stations receptionist can use:

1. Front desk - 1 receptionist
2. Desk facing waiting rooms - 1 receptionist
3. Phone room -1 receptionist
4. Old phone room - 1 receptionist (NB on occasions Ellie maybe working in there)

**Reception Burnley**

To enable two receptionists is to work safely at Burnley there are two work stations

1. Reception desk
2. Office on first floor

#### **Reception Barnoldswick**

Only one member of staff can work in the reception area.

#### **F&E**

- Receptionist must work at their designated work station which are over 2 meters apart
- Vets when possible write up records etc and sync their laptops from home. (Becky is sorting lap tops out to allow for this ASAP)
- Vets re-stocking their cars should be in the building for a minimum length of time
- If you need to be in the vets office, barn , theatre and lab, please maintain social distancing rules and remain in those rooms for a shorter period of time as possible.
- Receptionist should enter through the front door and vets through the back door. All staff should check if there is anyone else in a corridor before entering.

All corridors

- Only one person should walk down a corridor.
- Staff should be courteous to each other
- Staff carrying things should be given priority.
- Staff should remain 2 meters apart in corridors..

#### **Kitchens / staff room at all surgeries**

- Only two staff members are allowed in the kitchens at any one time as long as they can remain 2 meters apart for the shortest time possible.

#### **Breaks should be staggered when necessary and staff must remain 2 meters apart for the shortest time possible**

- In the nurse's room at Colne there are to be a maximum of 4 staff members who must sit 2 meters apart.
- In the lounge at Colne there is a maximum of three staff members allowed sitting 2 meters apart. Windows should be open.

#### **Dispensary at Colne**

- Only two staff members should work in the dispensary any one time and remain 2 meters apart.
- The weigh scales are in the cat waiting area.
- The receptionist can check the order is correct in cons room two or the lab.

#### **Dispensary Burnley, LA and Barnoldswick**

- Only one person in the dispensary

#### **Laboratory**

Only one member of staff is allowed to work in the labs at any one time

#### **Admin staff**

- Admin staff should work from home whenever possible.
- If it is necessary to go in to the work place they should must maintain social distancing rules.
- No more than 3 should work in the office.
- Ellies desk should not be used as it is too near the door. Admin staff should co-ordinate with each other when they need to be in the office and come in on different days when possible.
- When more than one person is working in the accounts office a window must be open.

#### **The Clinical Team**

Vets and nurses are not always able to remain 2 meters apart when examining animals. When, working in close proximity of a colleague please move away from each other to a distance of 2 meter or more as soon as you can. If it is necessary to work closer than 2 meters for more than 15 minutes **full PPEs should be worn**. If for any reason this does not happen they should send an internal message to test and trace stating why this was necessary.

Appropriate PPE  
Disposable gloves  
Disposable plastic apron  
Face covering mask  
Visor

When doing a PTS please follow the guideline set out in the PTS protocol.

#### **All staff**

To protect yourself and your colleagues:

Here is the guidance to wearing face coverings from the BVA website

- *wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it*
- *when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands*
- *change your face covering if it becomes damp or if you've touched it*
- *continue to wash your hands regularly*
- *change and wash your face covering daily*
- *if the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste*
- *practise social distancing wherever possible*

*Other actions that are thought to reduce the spread of covid*

- *Work back-to-back or side-to-side working (rather than face-to-face) whenever possible*
- *Reduce the number of people you have contact with so each person works with as few others as possible*
- *Refrain from raising your voice and singing*
- *If you cough or sneeze do so in to a tissue and dispose of it safely*
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*Staff working or walking through areas where clients are allowed should wear a mask and visor*

### ***Personal Hygiene***

Staff working in teams should get changed in to uniforms at work.

Staff should not bring anything unnecessary from home in to the building. Anything brought in should be placed in a locker / appropriate place.

Food should not be shared from open packets, if staff want to bring items in as treats, they should be individually wrapped. The outer packaging should be removed or wiped down once in the kitchen.

Everyone should at the very least wash their hands for at least 20 seconds with hot soapy water when

- Arriving at work,
- After handling anything from the outside,
- After handling anything touched by another person,
- Before making drinks for others

- Before eating
- Before leaving the building

Then as frequently as possible in between. If it is not possible to wash your hands please use a hand sanitizer.

**Cleaning regimes**

All staff are responsible for keeping the buildings clean and tidy.

The cleaner is now back working at Colne so she will clean every evening. However, all touch points for staff and clients must be frequently cleaned. Where areas which clients are permitted should be thoroughly cleaned twice a day. Once by the cleaner in the evening and once by staff at lunch time.

**Clients are not allowed to use the toilets in any of the SA surgeries**

In addition to the cleaning regime all **staff must tidy up after themselves.**

Staff should not leave crockery around the building for other staff to move. Once finished with cups and plates they should be taken back to the kitchen, thoroughly washed and put away.

**Home visits**

The H&S of our staff is paramount.

we should always explore if there is a safer way to provide veterinary care. If the owner is able bodied and has transport this may mean bringing the animal to the surgery.

If there is no alternative, they can be done with full PPE

If possible, the procedure should be done outside if preferable or in a very well-ventilated space.

Signed

Date

Next review date