**Covid 19 Domestic visits Contacts Decision Tree**.

* Are you in a high-risk group?

People who are[**clinically extremely vulnerable**](https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19#who-this-guidance-is-for) **should not work outside of their home**. People who are[**clinically vulnerable**](https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing#protecting-different-groups-of-people) **should take extra care in observing social distancing. Managers, please refer to checklist for cv-19 individual vulnerability risk assessment.**

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Consult your line manager

Staff should only return to work if they cannot work from home and only if their duties can be carried out safely in compliance with the

[Covid19 Secure Guidance](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)

YES

No

Do not visit but consider

* Can I get the information via telephone?
* Can I ask for a picture or video be taken then be e-mailed to me?
* Can I put the visit back until post pandemic?

Do you need do the job during the pandemic?

* Is there a critical threat to public health
* Is there a serious risk involved
* Is the client distressed to the point their mental state could be affected?
* Has a serious incident occurred?

No

YES

No

Do Not Visit but consider…

* Can the work be done remotely by video link
* Can someone trusted on site be used to investigate an issue?

Do I need to be on site?

YES

Are staff protected?

* Are you sure no-one is self isolating/ sheilding at the premises?
* Have you enquired if anyone is unwell at the premises?
* Do you have correct PPE and access to hand hygiene measures?

Do Not Visit but consider…

* Speak to your line manager to discuss e.g. provide PPE, can a safe method be developed or can alternative staff visit?

No

YES

Are there vulnerable people at the premises? e.g. older people in the home

Conduct visit

* Complete pre visit questionnaire, look at risk assessment for visit and arrange a ‘lone working buddy’

No

YES

Do Not Visit but consider…

* Speak to your line manager to discuss e.g. provide PPE, can a safe method be developed, or can alternative staff visit?

Does the presented risk outweigh the risk of spreading Covid-19?

* If there is real risk to life you may decide that it ‘s important to visit.
* Consult Risk assessment as to the correct PPE required and safe working procedure.

No

YES

Conduct visit

* Staff should be prepared to carry out a dynamic risk assessment during the visit.
* Complete pre visit questionnaire, look at risk assessment for visit and arrange a ‘lone working buddy’ if needed

**Pre -visit Script for Inspections/visits during COVID Pandemic**

It is expected that officers will speak to all parties involved in the visit over the phone before a visit, unless there is an operational reason which would undermine the effectiveness of the visit.

**Case ref number: Date of visit:**

**Respondent name: Officer visiting:**

**Address:**

|  |  |  |
| --- | --- | --- |
| 1 | **Do you think this visit could be conducted remotely?**  *(If “yes”, visit will be cancelled, and a video/virtual inspection will be arranged)* | Yes/ No |
| 2 | **Do you or anyone in your family/ household have any symptoms of COVID 19?** People who have symptoms of coronavirus (COVID-19), however mild, OR you have received a positive coronavirus (COVID-19) test result should immediately self-isolate at home for at least 10 days from when symptoms started.  <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>  *(If “yes”, visit will be cancelled, and a video/virtual inspection will be arranged)* | Yes/ No |
| 3 | **Have you or anyone in your household tested positive for COVID 19 in the past 14 days or are you in self isolation/shielding/in a vulnerable group?**    *(If “yes”, visit will be cancelled, and a video/virtual inspection will be arranged)* | Yes/ No |
| 4 | *Officer states:*  ***“I am well and am showing no symptoms of COVID 19. I will disinfect my hands using hand sanitizer before entering your premises/home”***  *(N.B. if you have hay fever, explain this to customer)*  **“Please could you sanitize any contact surfaces (door handles etc.). I may come into contact with during my visit or leave doors open, so I don’t need to touch them, also wash/sanitize your hands on my arrival. Could you ensure any areas I visit are well ventilated”** | (Tick once you have requested actions) |
| 5 | **In order to carry out my inspection, which option would you prefer:**   1. **Conduct the inspection from the outside of the premises (at 2m distance)?** 2. **Discuss the visit outside first, and then enter the premises together at a 2m distance?)** 3. **Discuss the visit outside, the officer will then enter the building alone to conduct the inspection and discuss any findings outside afterwards.** 4. **If social distancing is not possible, the visit will be postponed.** 5. **Explain how visit will be conducted** | Yes/ No  Yes/ No  Yes/ No |
| 7 | **Would you prefer the officer to wear PPE during the visit?** | Mask Y / N  Gloves Y / N |
| 8 | **Will there be any other persons present at the visit? If so, please could you give me their contact details.**  *(if “yes”, other persons will need to be contacted and this form completed for them)* | Yes/No |
| 9 | *Officer states:*  **“If you feel ill between now and my scheduled visit, please call me on …............................ to re-arrange appointment.”** | Tick when done  …………….. |

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| --- | --- | --- | --- | --- | --- |
| Domestic Site Visit Risk Assessment | | | | | |
| Service Area | Community Wellbeing | | | | |
| What are the hazards? | Transmission of Covid-19 Coronavirus | | | | |
| Who might be harmed? | Staff and contractors working at the premises | | | | |
| Risks | **Controls** | **Additional Controls** | **Action by who?** | **Action by when?** | **Done** |
| * 1. Travelling to the Visit   Transmission/ spread of the Covid 19 virus | On public transport-   * Wear a face mask * Maintain Social Distancing * Do not touch face, mouth or eyes * Sanitize hands regularly and wash using soap and water when able   Using your own vehicle –   * Do not give lifts to anyone outside of your household * Regularly clean all hand contact pints with sanitizing wipes   Using Pool vehicles –   * Do not give lifts to anyone outside of your household * Pool cars are NOT cleaned in-between uses so ensure you clean down all hand contact surfaces before and after use (steering wheel, gear stick, hand brake, seat belt, radio controls, door handles, etc) | Check the decision tree. Page 1  Complete Pre Visit questionnaire. Page 2  Carry a personal Covid kit and ensure it is topped up if necessary.  Staff to be reminded to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Hand washing guidance: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>  Try to carry out all site visits together on one day to minimize trips.  Means of disposing of wipes will be provided and they must be disposed of in line with government guidelines.  Be aware that leaving alcohol gel in a hot car will eventually reduce it’s efficiency.  If you need any other operational PPE to carry out your role, you must not share this with other officers and where possible be stored in a separate bag in your own vehicle. If using Pool cars the bag of PPE must be stored securely away from others (store area TBC) | Everyone – all staff | As necessary |  |
| 1. Ensuring Social distancing around the dwelling | A pre-arranged appointment must be made prior to any visit and instructions provided to the business/property owner/occupier regarding social distancing during an inspection/visit. Complete the Pre visit questionnaire.  Staff must maintain social distancing at a minimum of 2 meters from any person present during the site visit.  Officers should be prepared to carry out a dynamic risk assessment on site and where social distancing is not possible or being adhered to the visit should be halted and discussions can take place, outside, via telephone or video call following the visit. | A request will be made for all internal doors to remain open (where practicable) to reduce the need to touch surfaces.  Request that windows are open (if practicable) to improve ventilation.  Where an inspection is absolutely necessary to protect public health and social distancing is not possible at 2m due to the layout of the building such as a kitchen. Staff must ask occupants to wait in a different room/ garden or abandon the visit. | Everyone – all staff, visitors and contractors | With immediate effect |  |
| 1. Hygiene, Cleaning and Sanitizing   Training on Personal Protective Equipment  Required PPE  Face coverings | Appropriate social distancing and the other measures set out in this RA should mean that PPE or face coverings are not required for duties.  If any activities do require PPE, the need will arise because of the health and safety requirements of the activity, not the need to protect against Covid19. | The Council will support staff in using face coverings safely if they choose to wear one or is requested to wear one. This means telling staff:   * 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 * Safe donning of PPE <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/878677/PHE_11606_Putting_on_PPE_062_revised_8_April.pdf> * 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 or use alcohol gel if not available. * change your face covering after use. * 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 * practice social distancing wherever possible * Safe removal of PPE <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/878678/PHE_11606_Taking_off_PPE_064_revised_8_April.pdf> * Wash clothes after being in contact with people not in your household * Wash hands as soon as possible after the visit : <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/> * If you need any other operational PPE to carry out your role, you must not share this with other officers and where possible be stored in a separate bag in your own vehicle. . If using pool cars the bag od PPE may be stored securely away from others (Store area is TBC) | Everyone – all staff, visitors and contractors | With immediate effect |  |