

### Example risk assessment for working in other people's homes

Remember to follow a set process for risk assessing the transmission of COVID-19 in the workplace.

This example risk assessment doesn't cover the provision of health care, for guidance around social and community care visit [Health Protection Scotland](#).

Eliminating the risk should be your first option, if this is not possible you need to reduce the risk (for example by reducing the time and frequency of tasks). You should redesign work to ensure that workers can maintain physical distancing. For more information about this go back to our '[Risk Assessment for COVID-19](#)' guide.

What are the Hazards	Who might be harmed	Current controls	Additional controls required	Action by whom	Action by when	Done
Spread of COVID-19 Virus.	Workers, clients, members of the public.	None	You will need additional control measures, for examples see below.			

**Consult with your workers to identify further controls and to decide on their implementation. These are some suggested control measures:**

### Before the Visit

Only essential services should be provided and remote working should be your first option, for example try to resolve any potential issues on a phone call to minimise the time spent at the home if a visit is required.

Prior to the visit you should contact client to:

- Identify whether anyone in their household has been diagnosed with COVID-19, [have symptoms](#), is [shielding](#) or they are vulnerable, and if so, only work that is required to protect the immediate safety of the household should be carried out, following strict hygiene and social distance measures.
- Clearly explain the work that you are going to carry out and when your worker plans to arrive.
- Explain measures that workers will take to reduce the risk of transmission, allowing for social distancing and general hygiene, make sure that the client is happy to follow them as well.
- Explain that workers will leave the property if they don't feel safe.
- Make sure that this information is explained again with the client on arrival.

### Driving to The Premises

Encourage workers to travel to the workplace alone, using company transport or their own vehicle. In this case the worker is required to ensure that their insurance covers the use of the vehicle not just for 'social, domestic and pleasure purposes', but also in connection with their work and that the vehicles are maintained in a road worthy condition.

If workers have no option but to share transport you should encourage workers to:

- Share their vehicle with the same individuals and with the minimum number of people at any one time.
- Wherever possible maintain a distance of two metres and avoid touching their own face, consider the use of face covering.
- Maintain good ventilation (i.e. keeping the windows open) and face away from each other during the journey.
- Wash their hands for 20 seconds using soap and water, or hand sanitiser if soap and water are not available, before entering and after exiting the vehicle.
- Regularly clean the vehicle using gloves and standard cleaning products, with particular emphasis on handles and other surfaces which may be touched during the journey.
- Remind workers of the importance of adhering to speed limits and other road safety and vehicle rules.

### On Arrival

Successfully reducing the transmission risk relies on everyone taking responsibility for their actions and changing behaviours. Make sure that workers are aware of their responsibilities and take precautions to reduce the risk, also ensure that the client is aware of these precautions and they have agreed to follow them. These are some controls measures that you can implement:

- Make sure that the client knows the time the worker is arriving and they are ready for their visit, for example text or call the client when arriving at the house.
- Ask the client to leave internal doors open to minimise the need of contact door handles.
- Make sure at arrival that the worker clearly explains what they are going to do and how, reminding the client to maintain the 2 meter distance, and hygiene measures that they are going to take.
- Make sure the client is aware that they should keep their pets away from the working area.
- Provide hand sanitiser to the worker and encourage them to use before entering the house, also as they leave the house and regularly whilst carrying out the work.

### Carrying Out the Work

Workers should disinfect surfaces within the area that they are about to work on, make sure that you provide them with cleaning products to do this.

- Encourage workers to regularly wash hands and follow respiratory hygiene for coughing and sneezing.
- Ideally one worker should carry out the task. If this is not possible then:
  - Minimise the time that they need to be at the house.
  - Use fixed teams, so workers always works with the same colleagues.
  - Allow for social distancing between workers, and use 'back to back' or 'side by side' working techniques to reduce exposure.
  - Try to remove the need for direct contact, for example, by using drop-off points where workers can pass materials while keeping 2 meters apart.
  - Encourage workers to increase hand washing, surface cleaning and respiratory hygiene.
- If more than one visit is required make sure that is allocated to the same workers.
- Encourage workers to bring their own food and drinks, take breaks away from the house, and not to accept offerings from the client (such as teas and coffees).
- Make sure that workers disinfect the working area before they leave and they take any waste materials.

### Materials and Equipment

- Make sure that workers don't share tools, appliances, materials or any equipment with colleagues. If this is required they should be cleaned before and after each use and only shared among the same group of colleagues.
- Remind workers to not use the client's tools or any other equipment.
- Remind workers to keep tools or equipment away from surfaces, if this is not possible then they should be cleaned before putting them back in the toolbox.
- Encourage workers to prepare for the visit and to bring everything they need in one trip if possible. If they need to get back to the vehicle they should wash hands after leaving and re-entering the house again. Provide a handling aid to help with this.
- Make sure that workers uses personal protective equipment (PPE) required for the task and specified in the risk assessment, and consider the use of face covering as per Scottish Government advice.

### Dynamic Risk Assessment

While risk assessment is a vital part of the process, workers can still be faced with situations which may not have been expected, or that they are unaware of. A dynamic risk assessment is the continuous process of identifying hazards, assessing risks, taking action to eliminate or reduce risk while carrying out associated tasks. To achieve this the worker needs to be prepared to recognise potential dangers and remove themselves from the situation. To help in achieving this you should:

- Make sure that workers have a good understanding of the health and safety implications of their job and the risk of transmission of COVID-19 while carrying out their tasks.
- Ensure that they are aware of their responsibilities to manage these risks.
- Reinforce the need for being vigilant and plan their response if anything happens.
- Ensure that workers are supported to remove themselves from the situation if they feel the risk cannot be managed.

### Lone Working

It's very likely that workers are carrying out these tasks without close supervision, which is called lone working. You should be vigilant and make sure that workers are safe while working on their own.

While assessing lone working risks you should consider the geographical location, client/customers interactions, late or early work, travel, welfare facilities, how to deal with any physical or mechanical hazards. You also need to be aware of how to deal with an emergency, including if a worker goes missing. To help you with this make sure that:

- Arrangements are in place to stay in touch with the lone worker throughout the shift.
- There is a process in place for escalation if communication fails.
- Everyone keeps and has access to an up to date work diary so you can contact service users throughout their diary.
- There are arrangements in place for a senior manager to collate the diary, visit details and lone worker details for implementing your emergency plans and contacting police if necessary.

Find out more about managing lone working risks in the Health and Safety Executive [website](#).

### Resources to Help with Risk Assessments

- Access our [COVID-19 page](#) to read more about how to implement a healthy return to work.
- Read more on [how to carry out a risk assessment](#) and [use our template](#).
- Learn the risk assessment process by completing our online module '[Sensible risk assessment](#)'.
- Become a Healthy Working Lives Approved trainer and deliver risk assessment training for your employees, read more about it [here](#).