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| **Coronavirus Risk Assessment for Pharmacies (Scotland)** | | | | | | | | | | |
| **This template risk assessment is intended to help you document the risk control measures you have introduced within the workplace to control the spread of coronavirus (COVID-19). It is not a Business Continuity Plan.**  **You must modify this risk assessment to ensure it reflects your business activities and the specific risks and controls you have in place.** | | | | | | | | | | |
| **Location/Dept:** | | | | | | **Date Assessed:** | **Assessed by:** | | | |
| **Task/Activity:** Working in a pharmacy environment (including deliveries) during coronavirus | | | | | |  | **Reference Number:** | | | |
|  | | | **Risk rating before implementing control measures** | | |  | **Risk rating after implementing control measures** | | |  |
| **Activity/ Task** | **Hazard/Risk** | **Persons at Risk** | **Likelihood (1-5)** | **Severity (1-5)** | **Risk/Priority** | **Controls Measures in Place** | **Likelihood (1-5)** | **Severity (1-5)** | **Risk/Priority** | **Additional Controls Measures Required** |
| Working in the pharmacy | Coronavirus | Employees Members of the public Contractors | 5 | 5 | 25 | Emergency Action Plan (EAP) in place and communicated to all employees and visitors, including what symptoms to look out for and what action to take. EAP to be displayed in visible areas around the workplace.  All employees instructed to follow government guidance on self-isolating and adhere to advice given.  Where eligible, employees are strongly recommended to take part in the government’s testing programme for COVID-19 and ensure that the results are communicated to senior management. If the test results reveal that the individual has contracted COVID-19, action will be taken as prescribed in the Emergency Action Plan and a decision will be made on when they can return to work.  Ellis Whittam’s Return to Work Form to be completed when an employee returns from self-isolating or has been diagnosed with COVID-19.  Employees encouraged to download the [Protect Scotland app](https://protect.scot/) on personal phones and follow instructions received.  Following a positive case, all surfaces that the person has come into contact with must be cleaned, including:   * All surfaces and objects which are visibly contaminated with body fluids; and * All potentially contaminated high-contact areas such as toilets, door handles, telephones, etc.   Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with bodily fluids do not need to be specially cleaned and disinfected.  If a person becomes ill in a shared space, these should be cleaned using disposable cloths and household detergents, according to current recommended workplace legislation and practice. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government guidance](https://www.gov.scot/coronavirus-covid-19/).  Employer guidance on testing will be sought by accessing relevant [Scottish Government testing guidance](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect-advice-for-employers/). |
| Working in the pharmacy | Contact with persons who may have been exposed to coronavirus – foreign travel | Employees Members of the public Contractors | 5 | 5 | 25 | Employees who are suspected to have coronavirus are to self-isolate in accordance with the government guidance.  Other persons who may have been exposed to coronavirus may be instructed by Protect Scotland to self-isolate.  Employees who have returned from foreign travel are to follow Scottish government guidance on foreign travel. They may need to quarantine. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government guidance](https://www.gov.scot/coronavirus-covid-19/).  Employer guidance on testing will be sought by accessing relevant [Scottish Government testing guidance](https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect-advice-for-employers/).  Advice on foreign travel is to be taken from the [Scottish Government Coronavirus website](https://www.gov.scot/publications/coronavirus-covid-19-public-health-checks-at-borders/). |
| Working in the pharmacy | Contact with persons who may have been exposed to coronavirus | Employees Members of the public Contractors | 5 | 5 | 25 | Installation of bollards/tape, physical barriers or  screens (where possible).  Plexiglass barriers installed at regular contact points (where feasible) and cleaned and disinfected regularly in line with standard cleaning procedures.  Employees regulate entry to the front of house area.  Patient information poster on COVID-19 to be displayed at entrance.  Undertake Ellis Whittam’s COVID-19 Daily Management Checklist.  Undertake Ellis Whittam’s COVID-19 Daily Cleaning Checklist.  Employees working side-by-side or facing away rather than face-to-face.  COVID-19 posters warning customers, contractors and visitors who are showing symptoms not to enter. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government guidance](https://www.gov.scot/coronavirus-covid-19/). |
| Working in the pharmacy | Contact with persons who may have been exposed to coronavirus | Employees Members of the public Contractors | 5 | 5 | 25 | The business will aim to maintain two-metre social distancing wherever possible, including while arriving at and departing from work, while in work, and when travelling between sites.  In an emergency, for example an accident or fire, people do not have to stay two metres apart if it would be unsafe.  People involved in the provision of assistance to others will pay particular attention to sanitation measures immediately afterwards, including washing hands.  Where physical distancing isn’t possible we will:   * Increase the frequency of handwashing and surface cleaning; * Keep activity time involved as short as possible; * Use screens or barriers to separate people from each other; and * Reduce the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others).   Face coverings to be worn at all times by staff and customers (unless [exempt](https://www.gov.scot/publications/coronavirus-covid-19-public-use-of-face-coverings/#Face%20covering%20exemptions)).  Staggered arrival and departure times will be implemented to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.  The business will provide storage for workers’ clothes and bags where possible.  The business will use markings and introduce one-way flow at entry and exit points where able.  The business will provide handwashing facilities, or hand sanitiser where not possible, at entry and exit points and not use touch-based security devices such as keypads.  The business will provide alternatives to touch-based security devices such as keypads.  The business will provide alternatives for entry/exit points where appropriate, for example deactivating turnstiles requiring pass checks in favour of showing a pass to security personnel at a distance.  The businesses will service or adjust ventilation systems, for example so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.  Where systems serve multiple buildings, or we are unsure, advice will be sought from the heating ventilation and air conditioning (HVAC) engineers or advisers.  The business will open windows and doors frequently to encourage ventilation, where possible. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government guidance](https://www.gov.scot/coronavirus-covid-19/). |
| Working in the pharmacy | Poor hygiene and welfare conditions leading to staff discomfort or illness | Employees Members of the public Contractors | 5 | 5 | 25 | Toilets to have a regular supply of hot and cold water complete with soap and towels.  Hand sanitiser available (where required).  Kitchen area to have a safe supply of mains cold water.    Hand-contact points cleaned every hour.  Toilets and kitchen area to be regularly cleaned.  Management to implement controls to prevent overcrowding and ensure two metres between all persons where we are able to. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government guidance](https://www.gov.scot/coronavirus-covid-19/). |
| Working in the pharmacy | Contact with persons suffering from coronavirus – workstations | Employees Members of the public Contractors | 5 | 5 | 25 | The business will look to reduce contact with others by:   * Reviewing layouts and processes to allow people to work further apart from each other; * Using floor tape or paint to mark areas to help workers keep to a two-metre distance; * Only where it is not possible to move workstations further apart, arranging for people to work side-by-side or facing away from each other rather than face-to-face; * Only where it is not possible to move workstations further apart, using screens to separate people from each other; and * Managing occupancy levels to enable social distancing. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government guidance](https://www.gov.scot/coronavirus-covid-19/). |
| Working in the pharmacy | Contact with persons suffering from coronavirus – workstations | Employees Members of the public Contractors | 5 | 5 | 25 | The business will look to reduce contact with others by:   * Using remote working tools to avoid in-person meetings; * Allowing only necessary participants to attend meetings and maintaining two-metre separation throughout; * Avoiding transmission during meetings, for example by avoiding sharing pens and other objects; * Providing hand sanitiser in meeting rooms; * Holding meetings outdoors or in well-ventilated rooms whenever possible; and * For areas where regular meetings take place, using floor signage to help people maintain social distancing. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government guidance](https://www.gov.scot/coronavirus-covid-19/). |
| Working in the pharmacy | Disposal of waste that may be contaminated by a coronavirus sufferer/member of the public, i.e. public waste bins, personal protective equipment (PPE), etc. | Employees | 5 | 5 | 25 | All waste that has been in contact with the relevant person, including used tissues, and masks if used, 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 and disposed of as hazardous waste in line with normal infection prevention control policies and procedures. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government guidance](https://www.gov.scot/coronavirus-covid-19/). |
| Working in the pharmacy | Contact with persons suffering from coronavirus – common areas | Employees Members of the public Contractors | 5 | 5 | 25 | The business will look to reduce contact with others by:   * Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example receptions, staircases; * Staggering break times to reduce pressure on break rooms or canteens; * Using safe outside areas for breaks; * Creating additional space by using other parts of the workplace or building that have been freed up by remote working; * Installing screens to protect employees in receptions or similar areas; * Encouraging workers to bring their own food; * Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions; * Encouraging employees to remain on-site and, when not possible, maintain social distancing while off-site; * Regulating the use of locker rooms, changing areas and other facility areas to reduce concurrent usage; and * Encouraging storage of personal items and clothing in personal storage spaces, for example lockers and during shifts. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government guidance](https://www.gov.scot/coronavirus-covid-19/). |
| Working in the pharmacy | Contact with persons suffering from coronavirus – common areas | Employees Members of the public  Contractors | 5 | 5 | 25 | The business will be minimising contact by:   * Defining the number of customers that can reasonably follow two-metre social distancing within the pharmacy, taking into account total floorspace as well as likely pinch points and busy areas; * Limiting the number of customers in the pharmacy overall and in any particular congestion areas, for example doorways between outside and inside spaces; * Suspending or reducing customer services that cannot be undertaken without contravening social distancing guidelines; * Encouraging customers to shop alone where possible, unless they need specific assistance; * Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines; * Considering how people walk through the pharmacy and how this could be adjusted to reduce congestion and contact between customers, for example queue management or one-way flow, where possible; * Ensuring any changes to entries, exits and queue management take into account reasonable adjustments for those who need them, including disabled shoppers; * Using outside premises for queuing where available and safe, for example some car parks; * Working with the local authority or landlord to take into account the impact of your processes on public spaces such as high streets and public car parks; * Having clearly designated positions from which colleagues can provide advice or assistance to customers whilst maintaining social distance; * Infection Control SOP remains in place; * Installing bollards/tape, physical barriers or screens (where possible); * Installing Plexiglass barriers at regular contact points (where feasible) and cleaning and disinfecting these regularly in line with standard cleaning procedures; * Having staff regulate entry to the pharmacy; and * Referring to RPS, HPS, HEIW, PSNC and NPA guidance and posters (where required) including community delivery of medication to patients. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government guidance](https://www.gov.scot/coronavirus-covid-19/).  Explore ways of communicating [Scottish Government customer guidance](https://www.gov.scot/publications/coronavirus-covid-19-guidance-for-consumers/) to all of our customers (e.g. website/ in-store/ local media). |
| Working in the pharmacy | Contact with persons suffering from coronavirus – wearing of PPE | Employees Members of the public  Contractors | 5 | 5 | 25 | Existing PPE worn in a work activity to protect against non-COVID-19 risks should continue to be worn.  Refer to NHS SOP COVID-19 and ensure all staff are aware of its contents and new protocols.  If patient/visitor has been transferred from the pharmacy, all communal areas need to be cleaned with detergent then disinfected, ensuring PPE (fluid-resistant [type IIR] surgical mask) is worn during this process.  Decontamination – door to be kept shut, air con switched off until room has been cleaned with detergent and then disinfected, ensuring PPE (fluid-resistant [type IIR] surgical mask) is worn during this process.  If unable to maintain two-metre social distance guidance, PPE (fluid-resistant [type IIR] surgical mask) is to be worn to prevent inhalation of COVID-19. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government guidance](https://www.gov.scot/coronavirus-covid-19/). |
| Working in the pharmacy | Contracting and spreading of infection | Employees Members of the public  Contractors | 5 | 5 | 25 | Basic infection controls should be followed as recommended by the government:   * Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze. * Put used tissues in the bin straightaway. * Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available. * Try to avoid close contact with people who are unwell. * Clean and disinfect frequently-touched objects and surfaces. * Do not touch your eyes, nose or mouth if your hands are not clean. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government guidance](https://www.gov.scot/coronavirus-covid-19/). |
| Working in the pharmacy | Contact with persons suffering from coronavirus – contact with objects that come into the workplace and vehicles at the worksite | Employees  Members of the public  Contractors | 5 | 5 | 25 | The business will introduce:   * Cleaning procedures for goods and merchandise entering the site; * Cleaning procedures for vehicles; * Greater handwashing and handwashing facilities for workers handling goods and merchandise and provide hand sanitiser where this is not practical; * Regular cleaning of vehicles that workers may take home; and * Restrictions on non-business deliveries, for example personal deliveries to workers. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government guidance](https://www.gov.scot/coronavirus-covid-19/). |
| Cash handling | Coronavirus | Employees | 5 | 5 | 25 | Card payments to be encouraged.  Panic alarm to be situated adjacent to till areas to allow staff to summon assistance.  All staff who handle cash to wash hands regularly and instructed not to touch face until they have washed their hands. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government guidance](https://www.gov.scot/coronavirus-covid-19/). |
| Medication deliveries | Coronavirus | Driver  Customers | 5 | 5 | 25 | Disposable gloves and face coverings issued.  Hand sanitiser provided.  Vehicle cleaned daily or after change of driver.  Medication will be either put through letter box or left on doorstep after knocking door and stepping two metres back to ensure patient has removed package.  Regular reminders of good handwashing techniques, as well as to avoid touching your face and cough or sneeze into a tissue which is binned safely or into your arm if a tissue not available. |  | 5 |  | Guidance and recommended risk control measures will be sourced directly from the [Scottish Government guidance](https://www.gov.scot/coronavirus-covid-19/). |
| Maintaining employee health and wellbeing | Poor health leading to illness  Exposure at work to coronavirus leading to illness | Employees | 5 | 5 | 25 | Communication and training materials will be provided for employees prior to returning to site, especially around new procedures for arrival at work.  Employees living in vulnerable or shielded households are only expected to return when new safe working environment measures have been fully tested and a return to onsite work is consistent with individual medical advice.  Extremely clinically vulnerable people to follow the relevant [shielding guidance](https://www.gov.scot/publications/covid-shielding/).  Employees encouraged to access mental health and wellbeing support through employer and/or from [NHS Inform](https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/your-mental-wellbeing/coronavirus-covid-19-your-mental-wellbeing), [Breathing Space](https://www.breathingspace.scot/), the [Scottish Association for Mental Health](https://www.samh.org.uk/) and [Samaritans Scotland](https://www.samaritans.org/scotland/samaritans-in-scotland/).  Employees encouraged to travel to work through other methods away from public transport (where possible) e.g. cycling, using their own car, family member drop-off, etc. |  | 5 |  | Explore options for employees living in vulnerable or shielded households to continue working from home where they can. |

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| **Risk/Priority Indicator Key** |

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| **Likelihood** |  | **RISK / PRIORITY INDICATOR MATRIX** | | | | | | |
| 1. Improbable / very unlikely |  | LIKELIHOOD | 5 | 5 | 10 | 15 | 20 | 25 |
| 2. Unlikely |  | 4 | 4 | 8 | 12 | 16 | 20 |
| 3. Even chance / may happen |  | 3 | 3 | 6 | 9 | 12 | 15 |
| 4. Likely |  | 2 | 2 | 4 | 6 | 8 | 10 |
| 5. Almost certain / imminent |  | 1 | 1 | 2 | 3 | 4 | 5 |
|  |  |  | | 1 | 2 | 3 | 4 | 5 |
| **Severity (Consequence)** |  | SEVERITY (CONSEQUENCE) | | | | |
| 1. Negligible (delay only) |  |  |  |  |  |  |  |  |
| 2. Slight (minor injury / damage / interruption) |  | **Summary** | | **Suggested Timeframe** | | | | |
| 3. Moderate (lost time injury, illness, damage, lost business) |  | 12-25 | High | As soon as possible | | | | |
| 4. High (major injury / damage, lost time business interruption, disablement) |  | 6-11 | Medium | Within the next three to six months | | | | |
| 5. Very High (fatality / business closure) |  | 1-5 | Low | Whenever viable to do so | | | | |

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| **Review Record** |

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| **Date of Review** | **Confirmed by** | **Comments** |
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I have read the risk assessment and understand and accept its contents form part of my job role. I will keep myself informed of any changes.

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| **Employee Name (Print)** | **Employee Signature** | **Date** |
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