

**Covid -19 Risk Assessment**

**Counselling with Natalie Wickett**

What are the hazards?	Who might be harmed	Controls Required	Additional Information	Action to take and when? Responsible Person – Natalie Wickett (unless stated)	Done Yes / No / Ongoing
Spread of Covid-19 Coronavirus	<p>The following people may be harmed and measures taken to protect them:</p> <p>Natalie Wickett (Counsellor)</p> <p>Clients and visitors to the premises (e.g. additional family members)</p> <p>Vulnerable groups – Elderly, Pregnant women, those with existing underlying health conditions.</p> <p>Any other persons who may attend the premises</p>	<p><b><u>General</u></b></p> <ol style="list-style-type: none"> <li>1) Information on Covid Control measures must be communicated to all clients and visitors.</li> <li>2) Clients should be regularly reminded of the Covid control measures in place and the need to follow all of the relevant procedures.</li> <li>3) Natalie will regularly check to ensure that appropriate procedures are being followed and that facilities provided are maintained.</li> </ol> <p><b><u>Non face-to-face contact</u></b></p> <ul style="list-style-type: none"> <li>• Where clients will engage in other methods of therapy this should be encouraged. Alternative options for clients include:               <ul style="list-style-type: none"> <li>- Telephone</li> <li>- Online (via Zoom)</li> <li>- Outdoor ‘walk and talk’ sessions.</li> </ul> </li> </ul> <p><b><u>Face-to-face working</u></b></p> <p><b><u>Client Triage</u></b></p> <ul style="list-style-type: none"> <li>• Triage by telephone/online and decide whether it is appropriate to see client</li> </ul>	<p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - <a href="https://www.publichealth.hscni.net/news/covid-19-coronavirus">https://www.publichealth.hscni.net/news/covid-19-coronavirus</a> and the symptoms – <a href="https://www.nhs.uk/conditions/coronavirus-covid-19/">https://www.nhs.uk/conditions/coronavirus-covid-19/</a></p> <p>Client triage questions when booking a face-to-face appointment:</p>	<p>To discuss via triage/booking/enquiries. On each new client booking.</p> <p>Triage each new client booking using triage questions.</p>	<p>Ongoing</p> <p>Ongoing</p>

	<p>e.g. cleaner, contractor etc.</p>	<p>on a face to face basis. This must take into consideration the practicalities of wearing face coverings and the health of the client including any risk factors.</p> <ul style="list-style-type: none"> <li>• Extremely vulnerable or shielded (in relation to COVID-19) will be discouraged from Face to face meetings.</li> <li>• Only clients and visitors without symptoms of COVID-19 (cough, temperature, loss of taste) are permitted on the premises.</li> <li>• Clients will be asked screening questions on booking the appointment and at entry to the premises for signs of Covid-19.</li> <li>• Temperature of clients will be taken on arrival to the premises using a hand held thermometer. Anyone with a temperature above 38 degrees Celsius should not enter the building. If temperature is high due to running or extreme weather clients will be allowed to cool down outside for 15 minutes and then have their temperature retaken. If temperature is above 38C advise patient to go home and consult NHS information about COVID-19. They will not be permitted to enter the building.</li> <li>• Poster on door informing the refusal of entry for those with symptoms.</li> <li>• Include link to further information so that all clients are aware of symptoms of covid-19 in a booking confirmation email. <a href="https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/">https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/</a></li> </ul>	<ul style="list-style-type: none"> <li>• Do you or anyone in your household have COVID-19?</li> <li>• Do you have a new, continuous cough?</li> <li>• Do you have a high temperature (38oC or over)?</li> <li>• Do you have a loss of, or change in, your normal sense of taste or smell?</li> <li>• Does anyone in your household have a new, continuous cough, or a high temperature, or a loss of, or change in, their normal sense of taste of smell?</li> <li>• If you or anyone in your household has, or has had, possible or confirmed COVID-19, are you still in the self/household isolation period?</li> <li>• Do you have any reason to believe that you may have been in recent contact with someone with COVID-19?</li> <li>• Do you consider yourself to be at an increased risk from COVID-19? (if yes state why)</li> <li>• Are you below 18 or for any reason require a chaperone to escort you at clinic? (these people must answer the above questions also).</li> </ul> <p>Visitors will be required to confirm they have not been in contact with a person who has tested positive for COVID 19 in the past 10 days and they</p>	<p>Poster to be displayed on entry to the premises where it can be clearly seen.</p> <p>Link to further information in booking confirmation email for each new client.</p> <p>Send SMS test or email reminder to clients before each appointment.</p> <p>Thermometer to be installed in room before client visit.</p>	<p>Yes</p> <p>Ongoing</p> <p>Ongoing</p> <p>Yes</p>
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		<p>(weekly deep clean of entire premises).</p> <ul style="list-style-type: none"> <li>• Make sure cleaning takes place when a contractor attends for any maintenance work.</li> </ul> <p><b><u>Stock Levels</u></b></p> <ul style="list-style-type: none"> <li>• Weekly stock take of cleaning materials</li> <li>• Ordering adequate cleaning material to avoid running out of stock.</li> </ul> <p><b><u>Visitors</u></b></p> <ul style="list-style-type: none"> <li>• Only necessary clients and visitors (e.g. parent or guardian of a client under the age of 18) and contractors will be permitted to the premises.</li> </ul> <p><b><u>Respiratory and Cough Hygiene</u></b></p> <ul style="list-style-type: none"> <li>• Catch it, bin it, kill it</li> <li>• Tissues made available, all waste bins need to be lined and foot operated.</li> <li>• Clients with COVID-19 symptoms must not attend the premises. Obtain COVID-19 test and follow Government guidance.</li> <li>• Improve room ventilation by opening windows where possible and airing the room before and after each client. Where possible good ventilation should be maintained using natural 'fresh air' ventilation.</li> </ul> <p><b><u>Social Distancing</u></b></p> <ul style="list-style-type: none"> <li>• Client appointment times are made</li> </ul>	<p>Poor ventilation increases the risk of spreading covid-19 and measure should be taken to ensure adequate ventilation is maintained (for more information see - <a href="https://www.hseni.gov.uk/articles/ventilation-and-covid-19">https://www.hseni.gov.uk/articles/ventilation-and-covid-19</a> )</p> <p>Clients should also be reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available in the room</p> <p>Counsellor to social distance in and</p>	<p>Undergo weekly stock take and order any materials required.</p> <p>Advise in booking confirmation that only 1 essential parent/carer to attend.</p> <p>Provide tissues in therapy room for client access for each session.</p> <p>Install foot operated waste bin. Immediately.</p> <p>Ventilate room by keeping windows open where possible and airing in-between sessions.</p> <p>Chairs to be distanced at least 2</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Yes/Ongoing</p> <p>Yes</p> <p>Ongoing</p> <p>Yes</p>
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		<p>with adequate time to avoid clients coming into contact with each other (every 1hr 15mins minimum for each 50 minute session).</p> <ul style="list-style-type: none"> <li>• Clients advised to arrive at allocated time in email confirmation and no earlier than 5 minutes prior to appointment. Adequate time to be allowed between each session to allow clients to safely arrive and leave the premises.</li> <li>• Poster on the wall to remind people of social distancing requirement.</li> <li>• Clients will be asked to return to their car/ wait outside until their appointment time.</li> <li>• Any unessential guest will be refused entry.</li> <li>• 2 meter social distance to be maintained throughout – chairs to be distanced at least 2m apart.</li> </ul> <p><b><u>Client Education</u></b></p> <ul style="list-style-type: none"> <li>• Poster on door advising entrance criteria self-check.</li> <li>• Information on measures that have been put in place to mitigate risk of Covid-19 emailed and posted on website. This is to be reviewed and updated on a regular weekly basis.</li> <li>• Portrayed to General public via website (risk assessment) and email appointment confirmation.</li> </ul> <p><b><u>Reduce surface infection</u></b></p> <ul style="list-style-type: none"> <li>• Wipe chair (arms, backs, seats, sides) between uses - Limit the surfaces that are touched by the patient, i.e.</li> </ul>	<p>out the workplace. Risk assessment ongoing for working with clients face-to-face e.g. if counsellor becomes aware that a client is not social distancing, face-to-face sessions may be terminated or rescheduled to online or outdoors.</p> <p>Where possible heating will be adjusted to facilitate enhanced</p>	<p>metres apart. Immediately.</p> <p>Staggered appointment times of each client booking</p> <p>Poster to remind clients of social distancing requirement. Immediately.</p> <p>Poster on door. Immediately.</p> <p>Email measures to each client on new booking.</p> <p>Upload risk assessment to website once complete.</p> <p>Clean/disinfect surfaces between each client session.</p>	<p>Yes/Ongoing</p> <p>Yes</p> <p>Yes</p> <p>Ongoing</p> <p>No/Ongoing</p> <p>Ongoing</p>
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		<p>be moved to telephone or online or rescheduled to a date outside the self-isolation period.</p> <p><b><u>Persons with symptoms of Covid-19 on the premises</u></b></p> <ul style="list-style-type: none"> <li>• If a client becomes unwell with a new continuous cough, loss of taste or smell or a high temperature whilst attending a counselling session they will be sent home and advised to follow the government guidance surrounding testing and self-isolation.</li> <li>• A deep clean and sanitisation to be undertaken if someone develops or displays symptoms of coronavirus whilst on the premises.</li> </ul> <p>It may be necessary to report to public health England.  <a href="https://www.publichealth.hscni.net/">https://www.publichealth.hscni.net/</a></p> <p><b><u>Mental Health</u></b></p> <ul style="list-style-type: none"> <li>• Impact of client mental health will be assessed via triage and assessment – how much the client needs mental health support and whether they are able to engage in online or telephone support will be taken into consideration.</li> <li>• Any breaks or disruptions to therapy due to covid-19 will be discussed with clients e.g. if Natalie or client has to</li> </ul>		<p>Monitor client and counsellor symptoms in sessions – terminate if covid-19 symptoms are displayed.</p> <p>Assess impact on clients’ mental health if services cannot be accessed at triage stage and assessment.</p> <p>Attend monthly supervision in line with BACP guidance.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
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		<p>self-isolate. Efforts will be made to reduce impact e.g. rescheduling sessions, completing online or telephone sessions instead.</p> <ul style="list-style-type: none"><li>• Natalie to monitor her own mental health and fitness to practice.</li></ul>			
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