

NHS Devon CCG - COVID-19 Organisational Assurance Risk Assessment

This organisational assessment supports the return to work after lockdown to identify the control measures that should be put in place to protect employees and others from the risk of coronavirus infection. The control measures are in line with the government guidance document "Working safely during COVID-19 in offices and contact centres".

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Date Approved:	
Approved by:	Richard Hookway, External Health and Safety Advisor Richard@amarisk.co.uk
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Organisation:	NHS Devon Clinical Commissioning Group

Site Locations:

Windsor House: Tavistock Road, Plymouth PL6 5UF
 Bridge House: Collett Way, Newton Abbot TQ12 4PH
 Pomona House: Edginswell Business Park, Oak View Close, Torquay, TQ2 7FF
 Crown Yealm House: Pathfields Business Park, South Molton, EX36 3LH
 County Hall: Topsham Road, Exeter EX2 4QD

What are the hazards?	Spread of Covid-19 Coronavirus
Who might be harmed?	•Individuals •Visitors to the premises •Cleaners •Contractors •Drivers •Vulnerable & extremely vulnerable groups – Elderly, Pregnant workers, BAME, and those with existing underlying health conditions •Anyone else who individuals physically comes in contact in relation to their CCG role

Site Specific Risk Assessment documents are available upon request via the Health & Safety Team. Please email: d-ccg.healthandsafety@nhs.net

Key Organisational Hazards associated with COVID-19 Guidance	Control Measures Required	Additional Controls	Supporting Documents
1 Assess who is required to work from site? Everyone should work from home, unless they cannot work from home. Clear consideration should be given to who is needed to be on site. Homeworking reduces the risk of individuals gathering in the workplace and of transmitting the virus	The CCG has reviewed all the roles within the CCG, promoting working from home, wherever possible. The majority of CCG individuals are able to currently work from home through the use of information technology. Careful consideration given to the roles critical for business and operational continuity which cannot be performed remotely, along with planning for the minimum number of people needed on site to operate safely and effectively. Considerations have also been given to protecting people who are at a higher risk (as detailed in section 2) and individual risk assessments undertaken, with appropriate measures supported, in line with guidance. Homeworking is adopted within the organisation as the preferred method of work wherever possible and only individuals who need to be on-site should attend workplace premises. The following working arrangements will be put into place to support homeworking: •Managers planning for the minimum number of people needed on site to operate safely and effectively. Managers monitoring the wellbeing of people who are working from home and put in place measures to support their mental and physical health and personal security through 1:1 discussions and meetings. •Enhanced IT provided to homeworkers to ensure the effectiveness of working arrangements and the security of information and data, for example, remote access to work systems •Arrangements to help homeworkers to stay connected to the rest of the workforce as appropriate •Departmental and line managers reviewed all individuals job roles in order to facilitate and encourage homeworking wherever appropriate •Homeworker / DSE risk assessment issued to all homeworking staff and reviewed by health and safety team.		•'CCG Recovery report to include data to support workforce planning' •'Vulnerable risk assessment documents and 'CCG COVID-19: Returning to the workplace guidance'
2 Protecting people who are at higher risk Follow government advice for the "Clinically extremely vulnerable" and "Extremely vulnerable" groups.	The CCG has created formal risk assessment documents for those individuals or those who are in a support bubble who are at higher risk, including clinical vulnerable, and extremely vulnerable in accordance with guidance. Number of vulnerable group risk assessments undertaken by the organisation will be published.	Working group set up to consider support for BAME including a network across Devon, along with higher risk groups.	The risk assessment is available here: https://intranet.devonccg.nhs.uk/individuals-information/coronavirus-covid-19-advice/supporting-vulnerable-individuals

3 People who need to self isolate/symptoms of COVID-19

To make sure individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms.

- If anyone becomes unwell with a new continuous cough, loss of smell and taste or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance.

- Line managers will maintain regular contact with individuals members during this time.

- If advised that a member of individuals or public has developed Covid-19 and were recently on our premises (including where a member of individuals has visited other work place premises), we will follow national guidance.

- To make sure individuals who are advised to stay at home under existing government guidance to stop infection spreading do not physically come to work. This includes individuals who have symptoms of COVID-19, those who live in a household or are in a support bubble with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace service

Clear advice about individuals who need to self isolate are regularly provided to individuals through a range of methods, such as news bulletins, Q&As, and guidance documents. The communications are regularly updated to reflect any changes in guidance. Clear protocol to report self isolation in place across all Directorates. This includes enabling workers to work from home while self-isolating, if appropriate. Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation. Line managers will offer support to individuals who are affected by Coronavirus or has a family member affected.

CCG COVID-19: Returning to the workplace guidance' & Q&A document

4 Equality in the workplace

Employers should be mindful of the particular needs of different groups of workers or individuals.

- Understanding and taking into account the particular circumstances of those with different protected characteristics.

- Involving and communicating appropriately with individuals whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.

- Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.

- Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.

- Making sure that the steps taken do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.

See site specific risk assessments and CCG risk assessment for those individuals who are at higher risk, including BAME, new or expectant mothers, and those with health conditions. Provisions for support for those with caring responsibilities available from the CCG policies. Specific working group set up to support equality and diversity matters including BAME. Supported by 'CCG COVID-19: Returning to the workplace guidance'.

Site specific risk assessments, vulnerable groups risk assessment, CCG policies, and 'CCG COVID-19: Returning to the workplace guidance'

5 Social distancing at work

Ensuring workers maintain social distancing guidelines , wherever possible, including while arriving at and departing from work, while in work and when travelling between sites

Where the social distancing guidelines cannot be followed in full in relation to a particular activity, as an organisation we have considered whether that activity needs to continue for the organisation to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between individuals. Mitigating actions include:

- Further increasing the frequency of hand washing and surface cleaning.

- Keeping the activity time involved as short as possible.

- Using screens or barriers to separate people from each other, where appropriate.

- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.

- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).

Effective social distancing is a key element in reducing the transmission of COVID-19 social distancing refers to people being required to maintain a distance from each other. individuals are required to practice effective social distancing while in and around the workplace, while involved in work wherever possible. Social distancing effectively puts people at a safe range from anyone coughing. The main route of virus transmission is through droplets exhaled or coughed by an infected person activities and when travelling to and from work, whenever possible, by:

- Avoiding non- essential contact with others

- Keeping a safe distance of at least 2 metres (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) from others whenever possible

- Avoiding physical contact (e.g. hugs, handshakes, etc)

- Adaptations to the premises to support social distancing include:

- A review of all work premises to identify suitable adaptations which will support social distancing

- Offices and work spaces set up to support social distancing, e.g. layout changes, appropriate signage, stickers and floor markings to denote safe distances, etc

- For our sites at Windsor House and County Hall the local authority signage applies to CCG staff in all areas.

- Workstations and desks arranged with a minimum separation between them.

- Establishing maximum occupancy limits for offices and work areas

Site specific risk assessment with appropriate measures have been undertaken, along with guidance document to support the latest government guidance.

Site specific risk assessments and 'CCG COVID-19: Returning to the workplace guidance'

6 Coming to work, moving around and leaving work.

Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.

Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work, where possible.

Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.

Site specific risk assessment with appropriate measures have been undertaken, along with guidance document to reflect the latest guidance. An example of measures include:

- Restricting access between different areas of a building or site.

- Reducing job and location rotation.

- Introducing more one-way flow through buildings.

- Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.

Site Specific Risk Assessments and 'CCG COVID-19: Returning to the workplace guidance'

Reducing congestion, for example, by having more entry points to the workplace.
 Providing more storage for workers for clothes and bags.
 Using markings and introducing one-way flow at entry and exit points.
 Providing handwashing facilities, or hand sanitiser where not possible, at entry/exit points and not using touch-based security devices such as keypads.
 Defining process alternatives for entry/exit points where appropriate.
 Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of telephones, where permitted, and cleaning them between use.

- Making sure that people with disabilities are able to access lifts.
- Reducing maximum occupancy for toilets and other enclosed spaces.
- Regulating use of high traffic areas including corridors, lifts and walkways to maintain social distancing.
- There are no CCG vehicles
- Ensuring both workers and visitors who feel unwell stay at home and do not attend the premises.

7 Workplaces and workstations

For people who work in one place, workstations should allow them to maintain social distancing wherever possible. If it is not possible to keep workstations 2m (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) apart then organisations should consider whether that activity needs to continue for the organisation to operate and if so take all mitigating actions possible to reduce the risk of transmission.
 Workstations should be assigned to an individual and not shared. If they need to be shared they should be shared by the smallest possible number of people.
 Develop Floor plan and signage to enable social distancing and safe working in office.

- The risk assessment per site reviews layouts and processes to allow people to work further apart from each other. This includes:
- Using floor tape to mark areas to help workers keep to a 2m distance.
 - Only where it is not possible to move workstations further apart, arranging people to work side by side or facing a way from each other rather than face-to-face.
 - Workstation safety measures are reinforced in the guidance document
 - Managing occupancy levels to enable social distancing.
 - Avoiding use of hot desks and spaces and, where not possible, for example, cleaning workstations between different occupants including shared equipment. Sanitising wipes are provided at desks and staff encouraged to wipe down after use.
 - Appropriate signage to limit desk usage and maintain social distancing
 - Clear floor plans with social distancing measures

8 Meetings

Using remote working tools to avoid in-person meetings.
 Only absolutely necessary participants should attend meetings and should maintain 2m (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) separation throughout.
 For areas where regular meetings take place, using floor signage to help people maintain social distancing. Avoiding transmission during meetings, for example, avoiding sharing pens and other objects and cleaning
 Holding meetings outdoors or in well-ventilated rooms, whenever possible

- Site specific risk assessment with appropriate measures have been undertaken to consider meeting rooms, along with 'CCG COVID-19: Returning to the workplace guidance' to reflect the latest guidance.
- The use of information technology has enabled meetings to be held remotely, to avoid the need for in-person meetings, where possible.
- Cleaning arrangements for each site have been increased to ensure they are in line with guidance, along with the other infection control measures as detailed on the site risk assessment. Providing appropriate hand sanitiser and wipes in meeting rooms.
- Re-iterating in guidance to holding meetings electronically, outside or in well-ventilated rooms where able to.

Site Specific Risk Assessments and 'CCG COVID-19: Returning to the workplace guidance'

9 Common areas

To maintain social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) while using common areas.
 To minimise the risk of transmission in changing rooms and showers.

- A risk assessment per site has been undertaken, along with guidance document, which provides considerations to:
- Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions and staircases.
 - Staggering break times to reduce pressure on break rooms or canteens, where appropriate
 - 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, where appropriate
 - Installing screens (where appropriate) to protect individuals in receptions or similar areas.
 - Avoid fully opening individuals canteens.
 - Encouraging workers to bring their own food.
 - Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.
 - Encouraging individuals to remain on-site and, when not possible, maintaining social distancing while off-site.
 - Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.
 - Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers during work.
 - Where shower and changing facilities are provided, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.
 - Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.
 - Common areas and appropriate signage to restrict access when social distancing is not possible / practical

individuals reminded regularly of the importance of social distancing both in the workplace and outside of it.

Site Specific Risk Assessments and 'CCG COVID-19: Returning to the workplace guidance'

10 Accidents, security and other incidents

In an emergency, for example, an accident or fire, people do not have to stay 2m (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) apart if it would be unsafe.

People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.

- Health and Safety policy updated to reflect this and communicated to workforce.
- Sanitation measures have been implemented immediately afterwards as part of process which is reflected in the Health and Safety Policy.
- Appropriate PPE provided to first aiders.
- Cyber security is considered by the IG Team

The CCG has robust measures in place which cover cyber security which includes policies and guidance on homeworking

See CCG's health and safety policy. CCG Homeworking Guidance, Policy for Mobile Devices when Remote Working

11 Managing customers, visitors and contractors

To minimise the number of unnecessary visits to offices.

- Guidance document encourages visits via remote connection/working where this is an option. However, where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival, with consideration to:
- Limit the number of visitors at any one time.
- Limit visitor times to a specific time window and restricting access to required visitors only.
- Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.
- Maintaining a record of all visitors, suppliers and contractors on arrival who enter CCG sites. A record will be maintained for a minimum of 21 days in line with COVID guidance for all sites. Guidance will be provided to visitors.
- Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.
- Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage or visual aids and before arrival, for example, by phone, on the website or by email.
- Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.
- Coordinating and working collaboratively with landlords another tenants in multi-tenant sites, for example, shared working spaces.

Site Specific Risk Assessment and 'CCG COVID-19: Returning to the workplace guidance'

To make sure people understand what they need to do to maintain safety.

12 Cleaning the workplace

To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including: An assessment for all sites, or parts of sites, that have been closed, before restarting work. Carrying out cleaning procedures and providing hand sanitiser/wipes before restarting work.

Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels. Most air conditioning system do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.

- Government Guidance on cleaning followed: <https://www.hse.gov.uk/coronavirus/cleaning/index.htm>. Implementing the following cleaning measures per site, as required: There are 2 components in adequate cleaning regimes.
- Deep cleaning - Deep cleaning is a thorough clean of all frequently touched surfaces at least once per day.
- Periodic cleaning - Periodic cleaning is cleaning at different times throughout the day. Periodic cleaning can include cleaning items immediately after use as well as cleaning surfaces on a regular basis throughout a single day. Focusing on the frequently touches surfaces such as handles on doors, windows, rails shared equipment, toilets, lifts, etc.
- Ventilation systems checked as part of site risk assessments, where appropriate. Opening windows and doors frequently to encourage ventilation, where possible.

Site specific risk assessments undertaken, to include legionella risk assessment and advice in relation to ventilation systems to ensure safe working environment. Cleaning arrangements reviewed and increased to keep the workplace clean and prevent transmission by touching contaminated surfaces. Cleaning guidance developed to ensure rigorous checks and that the necessary procedures are being followed.

Site Specific Risk Assessments, 'CCG COVID-19: Returning to the workplace guidance' and 'Cleaning Guidance'.

13 Hygiene – handwashing, sanitation facilities and toilets

To help everyone keep good hygiene through the working day.

- Hand washing facilities with soap and water in place.
- Stringent hand washing taking place.
- See hand washing guidance : <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
- Drying of hands with disposable paper towels: <https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/>
- Individuals encouraged to protect the skin by applying emollient cream regularly: <https://www.nhs.uk/conditions/emollients/>
- Gel sanitisers in any area where washing facilities not readily available

- Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
- Providing regular reminders and signage to maintain personal hygiene standards.
- Providing hand sanitiser in multiple locations in addition to washrooms.
- Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
- Enhancing cleaning for busy areas.
- Providing more waste facilities and more frequent rubbish collection.
- Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities.

•Individuals reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues: Following the Catch it, Bin it, Kill it campaign and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.

•To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - <https://www.publichealth.hscni.net/news/covid-19-coronavirus>

•Posters, leaflets and other materials are available for display. <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>

Site Specific Risk Assessments and 'CCG COVID-19: Returning to the workplace guidance'

14 Handling goods, merchandise and other materials, and onsite vehicles

To reduce transmission through contact with objects that come into the workplace and vehicles at the worksite.

Following national guidance, with considerations to:

To maintain social distancing and avoid surface transmission

- Introducing greater handwashing and handwashing facilities for workers handling goods and merchandise and providing hand sanitiser where this is not practical.

Considered within site specific risk assessments, signage displayed and supported in 'CCG COVID-19: Returning to the workplace guidance'

See 'CCG COVID-19: Returning to the workplace guidance' and site specific risk assessment.

when goods enter and leave the site.

Procedures in place for Drivers to ensure adequate welfare facilities available during their work - Reference <https://www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm>

COVID-19-guidance on freight transport.

- Encouraging regular cleaning of individuals personal vehicles.
- Restricting non-business deliveries, for example, personal deliveries to workers.
- Revising pick-up and drop-off collection points, procedures, signage and markings.
- Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.
- Where possible, using the same pairs of people for loads where more than one is needed.
- Enabling drivers to access welfare facilities when required, consistent with other guidance. Allowing delivery drivers adequate cleaning, hygiene and toilet facilities.

15 Personal Protective Equipment (PPE) and face coverings

If you are working in a clinical setting or specialist role which requires PPE you should continue to do so, and refer to the guidance here:

<https://www.gov.uk/government/publications/coronavirus-covid-19-personal-protective-equipment-ppe-plan/covid-19-personal-protective-equipment-ppe-plan>

and
<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>.

Employers should support their workers in using face coverings safely if they choose to wear one (optional)

•Government guidance followed in relation to roles which require PPE. However, the majority of roles in the CCG are in a non-clinical setting and do not require PPE. <https://www.gov.uk/government/publications/coronavirus-covid-19-personal-protective-equipment-ppe-plan/covid-19-personal-protective-equipment-ppe-plan>. If PPE is required, then the CCG will provide this PPE free of charge to workers who need it. Ensuring that any PPE provided fits properly.

- Providing guidance around face coverings (different to PPE) to support workers to use these safely if they choose to wear one.
 - Provide advice and guidance to individuals around face coverings including:
 - 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.
 - You can make face-coverings at home and can find guidance on how to do this and use them safely on GOV.UK.
- Government updated guidance on disposing PPE and Face Coverings, this will be implemented into guidance document, with relevant signage across sites.

CCG COVID-19: Returning to the workplace guidance' included provisions for PPE and face coverings.

See 'CCG COVID-19: Returning to the workplace guidance'

16 Workforce management

To change the way work is organised to create distinct groups and reduce the number of contacts each employee has.

•As far as possible, consideration will be given to split individuals into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.

•Identifying areas where people directly pass things to each other, for example office supplies, and finding ways to remove direct contact, such as using drop-off points or transfer zones.

•Assisting the Test and Trace service by keeping a temporary record of staff shift patterns for 21 days and assisting NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks. Checking what data the CCG needs to collect and how it should be managed.

•Ensuring the CCG has an up to date plan in case there is a COVID-19 outbreak. This plan nominates a single point of contact (SPOC) where possible who should lead on contacting local Public Health teams.

•If there is more than one case of COVID-19 associated with a CCG workplace, CCG will contact the local PHE health protection team to report the suspected outbreak. If the local PHE health protection team declares an outbreak, CCG will record details of symptomatic staff and assist with identifying contacts. CCG will ensure all employment records are up to date, and where provided with information about the outbreak management process, will implement control measures, assist with communications to staff, and reinforce prevention messages.

Data collection exercise to support workforce planning. CCG Executives to consider relevant data to support workforce planning decisions. Considered in site risk assessment. Keeping records to support Test and Trace Service in line with guidance for 21 days.

CCG Recovery report to include data to support workforce planning. Site Specific Risk Assessments, 'CCG COVID-19: Returning to the workplace guidance' CCG and Outbreak Protocol Document

17 Work related travel

To avoid unnecessary work travel and keep people safe when they do need to travel between locations.

- Minimising non-essential travel – consider remote options first. Following government guidance on travelling <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>.
- Reminder of face coverings on public transport in line with national guidance.
- Supporting individuals to travel safely during COVID
- Encouraging staff to sanitise their vehicles regularly.

Supported by 'CCG COVID-19: Returning to the workplace guidance'.

CCG COVID-19: Returning to the workplace guidance'

18 Communications and training

To make sure all workers understand COVID-19 related safety procedures.

- Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.
- Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.
- Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.
- Ongoing engagement with workers through individuals partnership forum to monitor and understand any unforeseen impacts of changes to working environments.
- Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.
- Using visual communications, for example, whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.

Videos developed to communicate Covid safety measures along with 'CCG COVID-19: Returning to the workplace guidance'

Refer to video links and 'CCG COVID-19: Returning to the workplace guidance'

To make sure all workers are kept up to date with how safety measures are being implemented or updated

19 Wellbeing & Mental Health

Support individuals wellbeing during covid-19

- Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.
- Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.
- Providing support for workers including those who are at higher risk around mental health and wellbeing. This will include advice or telephone support
- Management will promote mental health & wellbeing awareness to individuals during the Coronavirus outbreak and will offer whatever support they can to help .
- The CCG Guidance document supports the awareness and focus on the importance of mental health at times of uncertainty; including the government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).

• The CCG has sufficient measure in place to support individuals, including those homeworking which includes regular communication to individuals on wellbeing in line with the health and safety policy. Guidance documents developed to support wellbeing along with a range of tools, such as coaching questions to support managers.

• OH referral support and up to 6 counselling sessions available to individuals.

Health and Safety Policy, Wellbeing Policy, Coaching Questions for use during Covid-19 and Berevement Guidance.