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| **RA-CL** | **Risk Assessment**  **Cleaning Services** | | |
| **Unit Name and number** | |  | |
| **Risk Assessment Completed** | | Name:  Date: | Signed: |
| **1st review** | | Name:  Date: | Signed: |
| **2nd review** | | Name:  Date: | Signed: |
| **3rd review** | | Name:  Date: | Signed: |

**Note** - Risk assessments must be reviewed every 3 years, whenever there is a significant change in the activity, and following any incident involving the activity. Risk assessments must be retained for a period of 6 years.

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| **Step 1 - What are you already doing to control the risk?** | | | | | | | | | |
| Identify all of the **Essential Risk Assessments** you have completed for your unit or business operation  by ticking the boxes below.  (Those which are absolute mandatory completion have already been ticked for you). | | | | | | | | | |
| **R** ES00 Workplace Risk Assessment  **R** ES01 Fire Risk Assessment  **R** ES02 First Aid Needs Assessment  **R** ES03 Floor Safety Risk Assessment  **R** ES04 Manual Handling Activity Filter  **£** ES04a Lifting and Carrying Risk Assessment  **£** ES04b Pushing and Pulling Risk Assessment  **R** ES05 COSHH Product Inventory  **R** ES06 PPE Assessment  **£** ES06a PPE Issue Form  **R** ES07 PAT Testing | | | | **R** ES08 Work Equipment Inspection  **£** ES08a Work Equipment Inspection Register  **R** ES09 DSE Workstation Assessment  **£** ES10 New and Expectant Mothers Risk Assessment  **£** ES11a Young Person’s Risk Assessment (16-17 years)  **£** ES11b Young Person’s Risk Assessment (<16 years)  **£** ES12 Lone Workers Risk Assessment  **£** ES12a Lone Workers Workplace Checklist  **£** ES13 Workplace Stress Risk Assessment  **£** ES13a Stress Talking Toolkit  **£** ES14 Gas Safety Risk Assessment  **£** OPS02 Violence at Work Risk Assessment | | | | | |
| **Step 2 - Workplace Hazards, Risks and Control Measures** | | | | | | | | | |
| Review this section of the risk assessment and ensure everything detailed below is aligned to your unit.  Document any additional hazards and control measures you have identified in the blank section provided. | | | | | | | | | |
| **What are the hazards?** | | **Who might be harmed?** | **How might they be**  **harmed?** | | | | | **What additional actions must be taken to control the risk?** | |
| **Use of work equipment:**   * Ride on equipment * Electric and battery powered equipment * Manually powered equipment * Hand-held equipment * Back-pack equipment * Transportation equipment e.g. roll cages, pallet trucks, sack trucks, trolleys   Note: *Line managers to add any additional work equipment not listed in the above at the end of this section and complete all columns* | | Compass employees  Agency staff  Patients  Client staff  Visitors/guests  Contractors | Severe or fatal injuries/broken or fractured bones/crush injuries/  bruising/cuts/sprains/strains from individuals:   * Falling from ride on equipment/equipment rollover/   contact with objects/property   * Being struck by ride on/other motorised/propelled equipment when being driven/   manually moved/moving whilst unattended  Risk of fire to premises and severe or fatal injuries/burns  from fire/electrocution caused by:   * Incorrect use of battery charging equipment * Using faulty/damaged electrical/battery powered equipment * Using electrical/battery powered equipment in an unsuitable environment   e.g. wet conditions   * Equipment not being installed/   repaired by a competent individual  Broken or fractured bones/crush injuries/bruising/cuts/strains/  sprains from:   * Body parts/hair/clothing/   jewellery becoming trapped/  drawn into moving surfaces/parts of mechanical equipment   * Body parts becoming trapped between equipment and fixed objects * Tripping over electrical cables   Manual handling injuries/sprains/  strains from over exertions when:   * Lifting/carrying/pushing/pulling equipment outside of individuals’ capabilities * Lifting/carrying awkward loads * Carrying out tasks incorrectly * Carrying out tasks over a long distance/time period * Carrying out repetitive tasks | | | | | * Individuals trained in the use of equipment relative to their role * Good housekeeping management in place to reduce likelihood of slips/trips/falls * Equipment selected for suitability of the task being carried out * Equipment operated in accordance with manufacturer’s instructions where provided * Visual inspections of equipment carried out prior to use * Guarding/safety interlock systems in place on equipment where required * Manufacturer fitted audible/visual warning systems used if fitted to equipment * Suitable area allocated for the charging of battery powered equipment. Equipment only charged using compatible charging accessories * Ride on/motorised/mechanical equipment is immobilised and secured to prevent unauthorised use * Tasks carried out at most suitable time where possible, e.g. mechanical equipment operated when pedestrian traffic is minimal * Barrier segregation and appropriate safety signage used where required * Suitable clothing worn/long hair tied back/jewellery removed (wedding ring permitted) to prevent entanglement/drawing in/entrapment * Equipment maintained/serviced periodically where required and only by a suitably qualified/competent individual * Individuals are not permitted to attempt to repair faulty equipment * Damaged/faulty equipment removed from use * Suitable PPE provided where required * For electrical safety controls see ‘Electrical installations/use of electrical appliances’ later in this section * All manual handling activities are identified and assessed by the unit/site manager and sufficient training given to individuals who carry out manual handling activities | |
| **What are the hazards?** | | **Who might be harmed?** | **How might they be**  **harmed?** | | | | | **What additional actions must be taken to control the risk?** | |
| **Hand Arm Vibration** | | Compass employees  Agency staff | Adverse health conditions caused by exposure to vibration through the use of hand-held, handfed or hand guided powered equipment can cause:   * Hand-Arm Vibration Syndrome (HAVS) including Vibration White Finger (VWF) * Numbness and tingling/loss of grip and strength/bone and joint disorders * Carpel Tunnel Syndrome (CTS) * Dupuytren’s Contracture (Contraction of the ligaments in the hand causing deformity) | | | | | * Where managers identify equipment with potential for significant HAV exposure: * Line manager to consult with the HSE Sector Lead * Equipment is assessed and the necessary control measures applied in accordance with HAVS Policy and Procedure * Occupational health screening available to individuals potentially exposed to HAV | |
| **Handing or contact with sharp edges:**   * On equipment * From handling broken mirrors/   glass/crockery/  china | | Compass employees  Agency staff  Client staff  Visitors/guest  Contractors | Cuts or lacerations from:   * Handling sharp equipment * Handling broken mirrors/ glass/crockery/china   Infection from:   * Foreign objects imbedded in body * Lacerations/puncture wounds caused by dirty objects | | | | | * Equipment operated in accordance with manufacturer’s instructions * Guarding/safety interlock systems in place on equipment where required * Individuals are not permitted to attempt to repair faulty equipment * Suitable PPE provided where required * Appropriate safety signage displayed where required * Procedure in place for handling/disposal of broken mirrors/glass/crockery/china | |
| **Use of equipment/**  **carrying out tasks which involve:**   * Hot surfaces (e.g. irons/presses/   tumble dryers)   * Hot water (e.g. mopping/cleaning sinks/baths/   showers/washing machines)   * Steam (e.g. irons/presses/   steam cleaning equipment) | | Compass employees  Agency staff  Contractors | Burns/scalds/blisters from:   * Contact with escaped steam * Contact with spillages/   splashes of hot water   * Contact with hot equipment/   surfaces   * Incorrect use of equipment | | | | | * Suitable equipment provided for holding/transportation of steam/hot water * Equipment operated in accordance with manufacturer’s instructions * Guarding/safety interlock systems in place on equipment where required * Working areas cordoned off where necessary * Individuals are not permitted to attempt to repair faulty equipment * Suitable PPE provided where required * Appropriate safety signage displayed where required | |
| **Legionella Bacteria in water sources/water systems** | | Compass employees  Agency staff  Patients  Client staff  Visitors/guests  Contractors | Individuals contracting Legionnaires Disease/  Pneumonia via inhalation of airborne water droplets containing Legionella bacteria in the form of:   * Steam * Vapours/aerosols/mists * Water droplets | | | | | * Water systems/vessels such as those listed below are managed in accordance with UK legislation, approved code of practice (ACOP’s) * Hot/cold building water systems * Hydrotherapy pools * Water birthing pools * Saunas * Spa’s/whirlpools/Jacuzzi’s * Where Compass Group are not in control of the premises, the Work Premises Statutory Compliance Declaration must be completed to ensure the Client or their agents sign off the responsibility | |
| **What are the hazards?** | | **Who might be harmed?** | **How might they be**  **harmed?** | | | | | **What additional actions must be taken to control the risk?** | |
| **Legionella Bacteria in water sources/water systems cont.** | |  |  | | | | | * Where Compass Group are in control of a premises: * Water hygiene risk management assessments are conducted and periodically reviewed * A duty holder and responsible person are formally appointed * Water systems are managed in accordance with the site water hygiene risk assessment and HSE ACOP’s * Training is provided to those who are in control of the management of Legionella in water systems * Suitable contractors are appointed to manage the control of Legionella where required | |
| **Use of chemical products (COSHH):** | | Compass employees  Agency staff  Patients  Client staff  Visitors/guests  Contractors | Chemical burns/adverse skin/  eye/occupational health conditions resulting from:   * Absorption/skin contact from splashes/contact with corrosive/harmful chemicals * Inhalation of toxic fumes from concentrated/incorrectly/   incompatibly mixed chemicals   * Ingestion/absorption of harmful chemicals due to hand to mouth/contaminated eating/drinking vessel cross contamination * Incorrect use/lack of correct PPE | | | | | * COSHH training provided to individuals * Suppliers/manufacturers appointed to advise and supply suitable chemicals * Floor surfaces are assessed for suitability of chemicals * Chemicals used in accordance with manufactures instructions * Product Safety Data Sheets/ Product Assessments /Safety Task Cards made available * COSHH folder available * Chemicals stored/labelled correctly in suitable containers and locations * Dosing stations/pelican pumps in place * Chemicals/items containing chemicals disposed of safely * Suitable PPE provided where required * COSHH Policy in place * Appropriate safety signage displayed where required | |
| **Dealing with bodily fluids (primary sources of infection):**   * Blood * Vomit * Faeces * Urine * Saliva | | Compass employees  Agency staff | Adverse health conditions caused by exposure to bodily fluids containing infectious micro-organisms, including bacteria/viruses/fungi  Generally cross-contamination occurs via:   * Contact with infected bodily fluids | | | | | * Individuals are trained in the correct procedure to be followed when handling/   clearing bodily fluids   * Spill kits provided and used in accordance with manufacturer’s instructions * Surfaces/areas/materials which come into contact/potentially been in contact with bodily fluids are cleaned/sanitised according to agreed SOP criteria. * Suitable single use PPE provided * Working areas cordoned off where necessary * Appropriate safety signage displayed where required * Waste is disposed of correctly, so as not to pose a risk to others, using clinical waste facilities. Where only occasional spillages occur and clinical waste facilities are not available, waste is disposed of in sealed spillage kits in general waste. * Response procedure in place to safeguard individuals who may be at risk of transmission of communicable diseases such as human immune deficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV). | |
| **What are the hazards?** | | **Who might be harmed?** | **How might they be**  **harmed?** | | | | | **What additional actions must be taken to control the risk?** | |
| **Dealing with medical sharps/**  **needles** | | Compass employees  Agency staff  Contractors | Adverse health conditions caused by exposure to blood borne viruses from:   * Cuts/scratches/puncture wounds from medical sharps * Needlestick injuries | | | | | * Where risk of contact, employees are provided with suitable tongs to remove safely to sharp waste container * Working areas cordoned off where necessary * Appropriate safety signage displayed where required * Waste is disposed of correctly, in a yellow medical sharps box * Response procedure in place to safeguard individuals who may be at risk of transmission of communicable diseases such as human immune deficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV): *Full details available on HSE Website under WSMS Additional Documents* | |
| **Slips, trips, falls caused by:**   * Uneven surfaces * Poorly lit areas * Obstructions * Wet/icy conditions * Contaminated surfaces * Spillages/debris * Wet floors * Trailing cables | | Compass employees  Agency staff  Patients  Client staff  Visitors/guests  Contractors | Broken or fractured bones/cuts/  bruises/ strains/sprains from  slips/trips/falls:   * Over objects/debris * On uneven surfaces * In poorly lit areas * On wet/icy surfaces * On spillages/wet floors * Over trailing cables | | | | | * Good housekeeping regimes in place * Lighting systems well maintained * Procedure in place to deal with spillages and spill kits provided where required * Cables placed so as not to cause trip hazards * External areas gritted during inclement weather conditions * Safety (non-slip) footwear provided where required * Appropriate safety signage displayed where required * Ensure all defects are reported to the person responsible for maintaining on site | |
| **Use of ladders/**  **stepladders/step stools** | | Compass employees  Agency staff  Patients  Client staff  Visitors/guests  Contractors | Broken or fractured bones/cuts/  bruises/ strains/sprains from:   * Individual falling from height * Ladders/stepladders toppling * Individuals being struck by a falling individual/ladder/other equipment/items | | | | | * Equipment inspected at frequent intervals * Suitable type of ladder/stepladder/step stool provided for task * Equipment used for short duration only * Areas cordoned off where required when ladders/stepladders/step stools are in use * Individuals must have completed CP1 training in the use of stepladders and step stools (STCGE 10) which permits working at height up to 0.8 meters and does NOT permit the use of ladders * Individuals must complete CP2 training to use ladders up to 1.5 metres and CP3 training to use ladders up to 3.0 metres * Any working at height above this level must not be carried out without an ATW/PTW * All works above 3 metres must be prior agreed with the sectors HSE Manager * All working at height involving height access equipment other than ladders/stepladders must be prior agreed with the sectors HSE Manager * Working at Height policy and procedure in place * For fitting/ removing ward curtains only step ladder with guard rail fitted to be used | |
| **Electrical installations/use of electrical appliances** | | Compass employees  Agency staff  Patients  Client staff  Visitors/guests  Contractors | Risk of fire to premises and severe/fatal injury to individuals caused by faulty electrical installations/equipment  Severe/fatal injury/electrocution/  burn injuries from contact with live/faulty electrical contacts | | | | | * Fixed wire testing schedule in place * Items visually inspected prior to use * Portable electrical equipment is stored correctly, in suitable locations * Only appropriately qualified electricians are authorised to work on/repair electrical installations/equipment | |
| **What are the hazards?** | | **Who might be harmed?** | **How might they be**  **harmed?** | | | | | **What additional actions must be taken to control the risk?** | |
| **Delivery/**  **transportation/**  **storage of goods/equipment** | | Compass employees  Agency staff  Patients  Client staff  Visitors/guests  Contractors | Manual handling injuries/sprains/  strains from over exertions when:   * Lifting/carrying/pushing/pulling items outside of individuals capabilities * Lifting/carrying awkward loads * Carrying out task incorrectly * Carrying out task over a long distance/time period * Carrying out repetitive tasks * Using mechanical transportation equipment *(Control measures detailed in use of work equipment)*   Severe or fatal injuries/broken or fractured bones/crush injuries/  bruising/cuts from:   * Individuals being struck by heavy objects falling from higher surfaces such as shelving * Collapse of storage structures due to overloading/faulty storage equipment * Individuals being struck/falling from transportation equipment | | | | | * Individual manual handling tasks assessed * Manual handling training provided to individuals carrying out high risk activities * Lifting/transportation/shelving/racking equipment well maintained/serviced/   inspected periodically where required   * Individuals trained in the use of ride on/transportation equipment * Damaged/faulty transportation/shelving/   racking equipment removed from use   * Storage of items at high level eliminated where possible * Heavy items stored at lower levels * Appropriate safety signage displayed where required | |
| **Use of display screen equipment (DSE)** | | Compass employees  Agency staff | Poor/incorrect workstation set up can lead to:   * Repetitive strain injuries (RSI) * Work related upper limb disorders (WRULD) * Back pain/lower limb disorders * Visual fatigue/eyestrain/   discomfort/headaches | | | | | * Training of correct workstation set up and use of equipment provided * Suitable standard office/IT equipment provided to individuals * Occupational Health support available to all employees * Additional ergonomic equipment and individual workstation assessments provided where individuals required | |
| **Working in areas with extreme high/low temperatures** | | Compass employees  Agency staff | Prolonged/frequent periods of exposure can cause:   * Lack of concentration/   increased stress levels   * Heat rash/heat stress/heat stroke * Hypothermia/frostbite | | | | | * Working tasks kept to minimum duration * Frequent breaks/task rotation in place where required * Suitable welfare/break facilities available * Suitable PPE provided where required (thermal clothing, non-slip safety shoes) | |
| **Lone working** | | Compass employees  Agency staff  Contractors | Lack of assistance/individual unable to summon assistance in the event of:   * An emergency situation * An accident/incident resulting in injury * Becoming unwell | | | | | * Unit Manager to ensure adequate safety arrangements in place where lone working cannot be eliminated * Consideration given to any medical conditions which may place individual at higher risk if lone working * Training in site emergency procedures (including any out of hours emergency procedures) provided to individuals * Fire wardens and first aiders appointed and trained * Third party contractors managed using an Authority/Permit to Work system | |
| **What are the hazards?** | | **Who might be harmed?** | **How might they be**  **harmed?** | | | | | **What additional actions must be taken to control the risk?** | |
| **Driving vehicles on company business:**   * On the public highway * On client/   Compass/third party site premises | | Compass employees  Agency staff  Patients  Client staff  Visitors/guests  Contractors  Members of the public | Severe or fatal injuries/broken or fractured bones/crush injuries/  bruising/cuts/sprains/strains from:   * Individual being involved in RTC involving vehicle/   pedestrian/animal/object/  property   * Individual being struck by vehicle rolling whilst loading/unloading/left unattended | | | | | * All individuals must complete the following prior to driving any company issued vehicle * Satisfactory driver licence check * Online driver training and risk assessment module and any associated additional training * Individuals are not permitted to drive any company issued vehicle if they: * Are disqualified from driving * Hold a provisional licence/licence not permitting the category of vehicle intended to be driven * Vehicles are maintained in accordance with legislation and in a road worthy condition * Individuals complete daily vehicle checks where relevant prior to use of vehicle | |
| **Violence/bullying in the workplace** | | Compass employees  Agency staff  Visitors/guests  Contractors | Bruising/fractured, broken bones/sprain/strain injuries from being:   * Struck physically by another individual either using bodily force or object   Experiencing mental trauma due to being:   * Verbally abused/threatened by another individual * Struck physically by another individual either using bodily force or object | | | | | * Violence at Work policy, procedure and risk assessment process in place * Training and support provided to those individuals who are identified as potentially being exposed to violence at work * Bullying and Harassment policy and support available to all individuals | |
| **Excessive work demands and pressures** | | Compass employees  Agency staff | High levels of physical/mental demands can lead to individuals experiencing:   * Work related stress disorders * Physical/mental health conditions * Increased absence periods | | | | | * Working tasks/individual capabilities assessed for suitability * Staffing levels appropriate for operational requirements * Mental Health First Aiders (MHFA) appointed * Health and Wellbeing support available to all employees * Compass stress policy/associated documents in place | |
| Use of:   * Hydrogen Peroxide Decontamination Equipment, * UV Decontamination Equipment * Barrier Laundry Equipment | | Compass employees  Agency staff | Due to the complex nature of these pieces of equipment and the risks involved please follow the separate Operational Risk Assessment | | | | | * Please consult your sector HSE Lead before utilising any of the afore mentioned equipment. This will ensure the Operational Risk Assessment and Required Training and Standard Operating Procedures are implemented before first use. | |
| **What are the hazards?** | | **Who might be harmed?** | **How might they be harmed?** | | | | | **What additional actions must be taken to control the risk?** | |
| Additional hazard: | |  |  | | | | |  | |
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| **Step 3 - Task Specific Control Measures** | | | | | | | | | |
| Select all the **Safety Task Cards** which are applicable to the working tasks carried  out in your unit or business operation by ticking the relevant boxes | | | | | | | | | |
| **STC**  **CL 01** | General room and office cleaning | | | | o | **STC**  **CL 20** | Irons | | o |
| **STC**  **CL 02** | Cleaning fixtures, walls, partitions, doors, furniture and dispensers | | | | o | **STC**  **CL 21** | Iron presses and rotary ironers | | o |
| **STC**  **CL 03** | Cleaning of ablution areas | | | | o | **STC**  **GE 01** | Use of microwave ovens | | o |
| **STC**  **CL 04** | Cleaning mirrors and glass | | | | o | **STC**  **GE 13** | Goods receipt and storage | | o |
| **STC**  **CL 05** | Cleaning electrical hand dryers and hair dryers | | | | o | **STC**  **GE 07** | Use of roll cages | | o |
| **STC**  **GE 06** | Dealing with spillage of body fluids (blood, vomit, faeces and urine | | | | o | **STC**  **GE 08** | Use of trolleys and sack trucks | | o |
| **STC**  **GE 15** | Prevention of medical sharp injuries | | | | o |  | | | |
| **STC**  **GE 04** | Disposal of general waste | | | | o |  | | | |
| **STC**  **CL 06** | Removing clinical waste | | | | o |  | | | |
| **STC**  **CL 07** | Stripping and changing beds | | | | o |  | | | |
| **STC**  **GE 10** | Use of step stools and step ladders (less than 0.8m height) | | | | o |  | | | |
| **STC**  **GE 03** | Damp mopping | | | | o |  | | | |
| **STC**  **CL 08** | General vacuum cleaning | | | | o |  | | | |
| **STC**  **CL 09** | Using a backpack vacuum cleaner | | | | o |  | | | |
| **STC**  **CL 10** | Wet and dry carpet cleaning and shampooing | | | | o |  | | | |
| **STC**  **CL 11** | High level vacuum cleaning | | | | o |  | | | |
| **STC**  **CL 12** | Use of rotary floor buffers and scrubbers | | | | o |  | | | |
| **STC**  **CL 13** | Use of ride-on cleaning equipment | | | | o |  | | | |
| **STC**  **GE 17** | Cleaning external waste bins | | | | o |  | | | |
| **STC**  **CL 14** | Removing and rehanging curtains | | | | o |  | | | |
| **STC**  **CL 15** | Stain, chewing gum and graffiti removal | | | | o |  | | | |
| **STC**  **CL 16** | Stripping and sealing hard floors | | | | o |  | | | |
| **STC**  **CL 17** | General laundry duties | | | | o |  | | | |
| **STC**  **CL 18** | Washing machines | | | | o |  | | | |
| **STC**  **CL 19** | Tumble dryers | | | | o |  | | | |

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| **Step 4 - Additional Task Specific Control Measures** | | | | | |
| Select any additional **Safety Task Cards** you require by ticking the relevant boxes\*  These additional Safety Task Cards are not included in the ‘Safety Task Card Cleaning Services’ pack which you have been provided with but can be downloaded from the HSE website and inserted. | | | | | |
| **STC**  **CL 22** | Steam vacuum cleaners | o |  |  | o |
| **STC**  **CL 23** | Robotic cleaning machines | o |  |  | o |
| **STC**  **CL 24** | Orbital edge cleaning machines | o |  |  | o |
| **STC**  **CL 25** | High-level window cleaning tools | o |  |  | o |
| **STC**  **CL 26** | UV decontamination machines | o |  |  | o |
| **STC**  **CL 27** | Hydrogen Peroxide decontamination machines | o |  |  | o |
| **STC**  **CL 28** | Ozone barrier washing machines | o |  |  | o |
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