

Staying Safe During Covid-19

St Gemma's Hospice takes the safety and wellbeing of its staff, patients, customers and third parties working with us very seriously. In line with our Hospice values, we have completed comprehensive risk assessments for the Hospice's operations and services. The Hospice follows the guidance issued by the Government, Public Health England, the NHS and other regulatory bodies.

The Hospice has completed comprehensive risk assessments of the services we provide and we have identified a range of controls to manage the risk of Covid-19 cross-contamination and transmission. Where the risk of Covid-19 cannot be controlled to an acceptable level or where anxieties remain high among our service users, the Hospice has provided these services and work activities in a different way (for example remote patient consultations) or in some instances suspended them (such as some fundraising events).

As a result of the risk assessments, the Hospice has implemented (where reasonably practicable) a range of controls which include:

- We have identified clear controls for providing services to patients and families in their homes and in our inpatient unit.
- We have provided the required Personal Protective Equipment (PPE) to our staff who require it and trained them in its use.
- We are limiting the number of staff working in offices and where work can be carried out from home this is positively encouraged.
- We are always rigorous about cleaning, but we've increased cleaning, handwashing and hygiene procedures in line with official guidance for all our service areas and operations.
- We have taken all reasonable steps to maintain a 2 metre social distance in the workplace. Workplaces have been reorganised to maintain safe distancing between colleagues and clear floor markings, notices and signage have been used to guide people.
- Where social distancing is not always possible, we have put in place measures to manage transmission risk including limiting the number of people in our Bistro and Receptions and, where practicable, installing sneeze screens and barriers.
- We have assessed our shops and warehouse and increased the level of signage and installed sneeze screens and hand sanitising facilities. The need for social distancing and hygiene standards has been made clear.
- We have provided information, instruction and training to ensure our staff are fully aware of the precautions needed to control transmission.
- We monitor the implementation of the controls across the Hospice at Senior Leadership Meetings several times a week.

The risk assessments are reviewed regularly and as guidance changes. We are in regular communication (at least twice weekly) with all staff, sharing information about the decisions and controls which are relevant and anything new being implemented.

We will continue to take account of all guidance when there is any relaxation of restrictions and the relaunch of suspended services for our patients and customers will be carefully assessed and managed to minimise the risk of transmission.