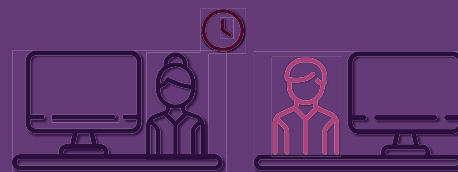# Glasgow City HSCP
Health and Social Care Partnership

Flourishing Communities, Healthier Lives

"MANAGER & STAFF BRIEFING
A Safe Return to the Workplace

Guidance on supporting staff on safely returning to the workplace

Over the summer, we moved from the 'respond' to the 'recovery/renewal' phase of the Coronavirus (COVID-19) health pandemic. While things may be getting back to normal, the health and safety of our patients, service users, staff, partners and visitors to our buildings remains paramount, and we continue to plan and carefully co-ordinate how we can restart our services, re-open buildings and how staff can safely return to a safe working environment. We need to ensure our plans comply with relevant government and public health advice and guidance on COVID-19, as well as relevant guidance by our partner organisations, Glasgow City Council and NHS Greater Glasgow and Clyde. Staff trade unions and NHS Staff Side have been liaising and working in partnership with us to do this.

Planning for restarting our services and reopening our buildings is complex and based on a number of factors, and this means that building footfall and occupancy will still need to be carefully managed.

Our workplaces and working arrangements may be different for some time to come. These new arrangements continue to be a huge cultural and behavioural change for everyone. They have changed how we work and engage not only with each other but also with our patients, service users and anyone coming into our buildings. It's important that everyone working in our buildings take time to understand the control measures that have been identified in the risk assessment for their building (for example, hygiene and physical distancing). Everyone should work together to ensure that we are following these measures to create a safe environment for ourselves, our colleagues and those who visit our buildings.

All managers and staff have a responsibility to ensure they understand and comply with the hygiene and physical distancing measures that have been put in place. If staff have any issues or concerns, they should be supported to raise them with their line manager or building manager.

We all have an important role to play in maintaining a safe working environment. There is a range of information to help managers support staff during the 'recover / renewal' phase:

❯ **Council Website**

❯ **NHSGG&C website**

NHS Greater Glasgow and Clyde

Glasgow CITY COUNCIL

This briefing lists key actions / messages that everyone should ensure they are aware of and follow, when appropriate, to ensure that we can return to a safe workplace. Managers should familiarise themselves with the key actions / messages and ensure they can support staff to return to the workplace or work from home.

What to do if you have symptoms

› You can find details of the symptoms on **NHS Inform**.

› If you are at home when you first experience symptoms then you (and any other members of your household) should not leave home - you should self-isolate straight away. You should advise your line manager.

› If you are at work when you experience symptoms then you should inform your line manager about your symptoms and leave work immediately to self-isolate. If possible, wear a face covering en-route and avoid public transport.

› If you are symptomatic you will need to request a PCR test. You can book a test online at **Gov.uk website** or you should check if there are local testing facilities (for example a testing bus) in your area. You can book a test online via **NHS Inform** or you can phone **0800 028 2816** to book a test.

› If the result is positive, you will be asked to help NHS Scotland by identifying who you have had contact with. This will be done confidentially.

Useful links

› **Council guidance on Test and Protect**

› **NHS Inform for advice on symptoms and testing**

› **NHS Inform Self Help Guide for COVID 19**

Physical distancing and staying safe in the workplace

The way you enter and exit a building and move about inside may be different and it is important everyone familiarises themselves with the new system.

› There will now be lots of signs that advise how to enter and move about the building and how many people are allowed in rooms – ensure that you read and follow the advice on the signs.

› Hand sanitiser will also be available at entrance doors and throughout buildings.

› The desks that can and cannot be used have been identified and staff should adhere to this. Workstations should be cleared at the end of the day, this helps to keep it clean. Cleaning materials are available should staff wish to clean their desk / workstation at any time during the day.

- Quest + spray bottles are available to use throughout offices within Glasgow City Council buildings. Before using any computer equipment, phones or multi-function devices, staff should spray Quest+ into a paper towel and wipe down equipment. When using Quest+ you should wait 5 minutes before using any equipment to ensure it is effective. Detergent wipes are available in NHS buildings for wiping down equipment.

- Cafes and communal seating areas will remain at a reduced level of capacity for the time being. Where possible, lunch should be eaten at desks / workstations

- Meeting room capacity is reduced to maintain physical distancing. Staff should be encouraged to keep meetings virtual.

Each staff member has a duty to ensure that physical distancing is being adhered to and that any areas where this is not being achieved should be discussed with their line manager in the first instance. Staff and managers must respect physical distancing measures at all times and communicate with others to remind them of the importance of distancing.

More information on physical distancing and staying safe in the workplace is at

- **Glasgow City Council – A Safe Return to the Workplace**

- **NHSGG&C Social Distancing in the Workplace**

- **Scottish Government Guidance on Staying safe**

Face Coverings in the Workplace

You should continue to wear a face covering whilst in the workplace, unless you are exempt. This includes indoor communal areas like receptions, kitchens, admin hubs, corridors and lifts. You don't have to wear a face covering whilst working at your desk, eating or drinking, so long as physical distancing is being maintained.

Useful Links

- **Scottish Government advice on face coverings**

Health & Wellbeing

As a partnership, one of our greatest resources is our staff and we would encourage everyone to keep healthy during this unprecedented disruption to our daily lives. This means following advice on how to take care of physical and mental health. There are a number of resources that may be useful:

Useful Links

- **Council**

- **Connect – for council employees and authorised users**

- **NHSGG&C**

- **HSCP website**

Building Risk Assessments

As part of our planning, every building will have had a risk assessment carried out. These have been carried out by relevant Service Managers alongside Business Support Managers, Health and Safety and in consultation with our staff trade unions and NHS Staff Side. The risk assessment ensures that suitable and sufficient controls are in place for each individual building. As part of this, space planning (to ensure physical distance is maintained) has taken place and signage has been erected throughout the building to ensure everyone is aware of what is expected of them as they progress through the building.

Building Re-occupancy Risk Assessments are available on Connect under Services, Social Work, Changing How We Work:

❭ **http://connect.glasgow.gov.uk/article/26195/HSCP Building Risk Assessments.**

Managers should ensure that all staff are aware where the risk assessment for their building is stored and how to access it. NHS staff who cannot access Connect should speak to their line manager or contact NHS IT Helpdesk (Phone **0345 612 5000** or email **itservicedesk.nhss ggc@atos.net**) and ask for access to the Joint Desktop.

Health and safety in the workplace

❭ Fire – In the event of a fire, fire evacuation procedures remain unchanged. You should re-familiarise yourself with these on your return to the workplace. In an emergency evacuation you should leave by the nearest exit and any stairwells may be used to exit the building, regardless of whether they are deemed as up or down.

❭ Fire doors must not be wedged open. These play a vital role in preventing fire spread throughout the building and have the potential to save lives in a fire situation.

❭ First aid – A First Aider will be present on days staff attend the workplace. While COVID-19 is still active, any First Aider requiring to perform CPR will do so with compressions only. If you are a recognised First Aider, please contact your Service Health and Safety Manager for further advice and to make sure your required training is up to date.
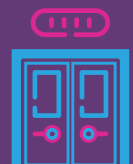
Hygiene in the workplace

❯ Each building now has an increased cleaning regime ensuring that frequently touched surfaces such as door handles, light switches, lift buttons and keypads are cleaned on a regular basis throughout the day. Management at local levels must keep open lines of communication with staff to identify any cleaning issues that may arise.

❯ Be aware of the latest hygiene advice on Health Protection Scotland website.

❯ Ensure you wash your hands or use hand sanitiser when needed, especially if moving from one part of the building to another.

❯ Use only the designated workstation that has been allocated to you to adhere to physical distancing guidelines. Provision will be made for staff with specialist DSE equipment.

❯ At that start of each day, use available Quest+ spray bottles (available in Council buildings) or detergent cleaning wipes (available in NHS buildings) to clean your workstation and any equipment you use (for example, keyboard, phone etc). Before you leave, clean your workstation and equipment again.

❯ Ensure any workstation you use is left tidy and free of clutter. A clear desk must be maintained when not in use.

❯ If you use any shared devices (for example, multi-functional device for printing etc.), please ensure you use a cleaning wipe on these before and after use.

❯ When using the kitchen, please ensure that you clean any area you use. Any crockery or cutlery you use in shared kitchens should be washed using detergent.

❯ If possible, open windows to ensure there is good ventilation within the office.

Our Responsibility

Managers have a responsibility to make themselves familiar with the control measures set out within the relevant risk assessments for their building and service. They must also understand the physical distancing and hygiene arrangements. Managers have a responsibility to ensure compliance of all these measures, and must ensure that their staff know and comply with them. Managers must ensure that the control measures set out within relevant risk assessments are communicated and staff encouraged to bring any concerns to the attention of their line manager or building manager.