

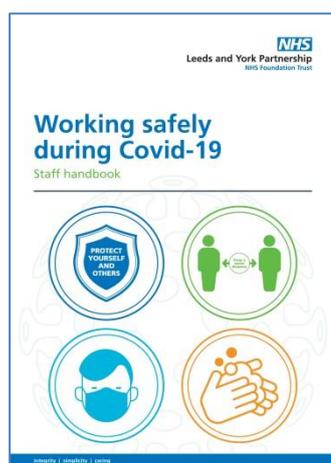
# Returning to the workplace and working from home safely

## Latest briefing for staff

10 August 2020



A lot has happened since our last briefing and there is a lot to update you on in this edition.



Firstly, to help support you to work on site and work from home safely and effectively, the Returning to the Workplace Group has developed two new resources:

[A three-page Manager’s Guidance document, and](#)

[A comprehensive Staff Handbook](#)

The Staff Handbook contains links to information online which means it works best as a digital document. However we are looking to circulate printed copies into services to improve access for staff who may not be able to access the Trust’s digital information regularly.

### Phase one work: signed off!

We’ve successfully implemented government guidance across our nine priority sites (listed below). This work has been completed by health and safety, staff side, infection control and site leads and we thank everyone involved for their hard work in challenging circumstances. The Trust’s senior management team signed this off as compliant on 29 July.

We have also reviewed the building plans for our nine priority sites and assessed all workstations to ensure they comply with social distancing (2 metre rule). This has been included on the site drawings with each desk clearly labelled with a traffic light system to depict which desks can be used.

[All building plans are available on Staffnet here](#) - and include the measurements to provide assurance of how the 2 metre rule has been applied. Remember if you are working remotely you can access Staffnet on your Trust laptop using one of the VPN apps listed below:



VMWare Horizon



Remote access - Netscaler



Global Protect

All our priority sites have signage displayed to detail the occupancy levels, with the desks in our larger touch down areas being labelled so clear for all staff. We've implemented the following measures when applying the 2 metre rule:

- People to work side by side or facing away from each other (diagonally) rather than face to face,
- Only where it is possible have we moved workstations further apart,
- We have reduced lift, kitchen/rest facility and toilet/shower occupancy levels, and
- We have marked the distance of 2 metre from our reception desks.

9 priority sites	Community Teams based at sites
Aire Court	LADs CLDT WAA CMHT OPS CMHT/memory (temporarily at The Mount) CRISS-Intensive Support (South locality) PD (temporarily as Sugar Mill closed)
St Mary's House	WAA CMHT OPS CMHT/memory (temporarily at The Mount) CRISS- Intensive Support (East Locality) Medical Psychotherapy
St Mary's Hospital	WAA CMHT OPS CMHT/memory CRISS - Intensive Support (West Locality) CLDT LD Intensive Support LD Health facilitation LD Your Health Matters/Involvement Team Specialised Supported Living Service
Askets	R&R AOT Recovery Centre / Recovery College
Becklin Centre	CRISS / S136 / street triage Healthy Living Service & Physical health suite Adult inpatient Liaison Psychiatry (ALPS & Liaison Inreach) Mental Health Legislation Patient Experience & PALS
Newsam Centre	Gender ID Chronic Fatigue Eating Disorders Forensic Services Adult inpatient/PICU Complex Rehab
Clifton	Forensic Services
The Mount	older adults CMHT (temporary) Care Homes IHTT

	ADHD Family Therapy Perinatal Community
Parkside	Perinatal

## Focus turns to bringing service users back on site

The role of the Returning to the Workplace Group has now been refocused to include how we support care services to bring service users back onto sites safely, working within the parameters of the safety guidance referenced above.

We're in the process of holding a number of meetings with clinical teams across our priority sites to help us come to a collective agreement around the best use of site space for teams who are dependent on being on site to deliver a service or provide patient care.

We're asking Heads of Operations to take a leading role for a particular site to develop a standard operating procedure for the delivery of clinical services, including how much space they need to do this.

## Cleaning – it's everyone's responsibility!

A programme of deep cleaning is underway at all priority sites. Within our owned and leased estate these are being completed by an external contractor, ICS Cleaning Services.

Interserve are mirroring the deep cleans across the PFI Estate, and these are being audited and signed off by the Estates and Facilities Team.

If you are working on-site please remove things like files and papers from desks, shelves, floors and tops of cabinets to allow the deep clean to take place.

Staff are also asked to take personal responsibility for workstations and communal areas through the working day, in addition to the twilight daily cleans and day time spot cleaning. For example, anti-bacterial wiping of operator chair levers, and desks / meeting room space when occupying at the start and end of their personal use, and again maintaining the clear desks policy.

## Introducing our new Site Representatives

To help us all stay safe on site and address any issues we have introduced four new Estates and Facilities Site Representatives.

Name	Email	Priority 1 sites	Priority 2 sites	Additional info
Natasha Atwal	<a href="mailto:natasha.atwal@nhs.net">natasha.atwal@nhs.net</a>	Aire Court, Becklin, The Mount	Merrion House, Roseville Road, Roseville Unit 4, Sugar Mill	
Samantha Hamilton Smith	<a href="mailto:sam.hamilton-smith@nhs.net">sam.hamilton-smith@nhs.net</a>	Newsam, Asket Croft, Bevan House	Colton HQ, Lea House, Bevan House, Millfield House	

Kathryn Stott	<a href="mailto:Kathryn.stott2@nhs.net">Kathryn.stott2@nhs.net</a>	St. Mary's House - North & South Wing,  St. Mary's Hospital, Parkside Lodge	St, Mary's House - Main Building	Support to York sites when required
Martina Nyerlucz	Email TBC	Clifton House,  Support to Leeds Sites	Mill Lodge, York SP, Lime Trees	

The four will work alongside priority site admin co-ordinators and service managers and have the following responsibilities:

- Open the windows and doors to encourage ventilation, where possible.
- To ensure there are anti-bacterial wipes on each of the allocated desks which align with the site plan.
- Ensure that desk use instructional signage is in place, visible to the user at the desk always.
- To manage the stocks within the designated COVID-19 supplies store cupboard, complete stocktakes and send completed stocktakes on a daily basis through to Procurement Team for automated replenishment based upon top up programme.
- Check the directional walk routes, the social distancing indicators, and the cleanliness and hygiene signage remain in-tact and visible and replaced when required, as initially installed by the Trust's Management Team, and as highlighted on the site plan.
- Establish the host's responsibilities relating to COVID-19 and provide any necessary guidance to enable people to comply with the guidelines. Where site visits are required, site guidance on the social distancing and hygiene measures should be explained to visitors on or before arrival.
- Support the limitation of visitor times to a specific time window to manage and restrict the access to expected visitors in collaboration with the operational leads.
- Monitor the visitor arrangements to ensure social distancing and hygiene and responsibility for the signing in and out of visitors.
- To monitor the compliance of those working within the areas and complete frequent AM / PM observational checks, to ensure that in addition to the Trust's daily cleaning schedule is being adhered to.
- To conduct regular wipe downs of regular touch points utilising antibacterial wipes i.e. door handles
- Check for and challenge any desk usage deviation and report to the appropriate Head of Operations and the Health & Safety Manager, as well as completing a Datix Incident form.
- Observe that those working within the premises, are complying with the instructions for wiping the touch point surfaces before and after use, and that any doors and/or windows which have been opened during the day, are left closed and secure at the end of the core office hours.
- Apply the cleaning procedures for goods and merchandise entering the site.
- Maintain social distancing and avoid surface transmission when goods enter and leave the site e.g. inbound / outbound post and the delivery and collection of goods.

## **Plans for our other sites**

During August we'll be rolling out our risk assessment and assurance processes at our remaining community, regional and other office sites, on a site by site basis. We hope this will be a more agile process so sites will be able to re-open as we go along.

This process will give us an overall understanding of our total occupancy across the sites which are currently open and determine any gaps in need, linked with clinical operations reset planning.

In terms of our outpatient clinic interview rooms, these remain untouched across our locality hubs including the clinic timetables previously in place pre-Covid. The reception facilities across our locality hubs have been marked out to depict the 2 metre rule from the reception desk and the chairs placed 2 metres apart. We are currently exploring the rollout of screens to protect our reception staff as outpatient clinics are reintroduced.

Sites to be impact assessed in no particular order:

1. Benton House (Newcastle)
2. Manchester
3. Don Valley House, Sheffield
4. Lea House
5. Merrion House
6. Platform
7. Rimani House
8. Roseville Road units 1 & 4
9. Salford Quays
10. Bevan House, Springwell Road
11. Sunderland - Beacon of Light
12. Trust HQ at Thorpe Park
13. Unit 24 Sugar Mill (Concourse House)
14. York Science Park
15. LGI - Rose Garden
16. St James' Hospital - Beckett Wing
17. Lime Trees, York
18. Mill Lodge, York
19. Millfield House
20. St Mary's Hospital - Poplar House
21. St Mary's Hospital - Linden House
22. St Mary's Hospital - Woodland Square
23. St Mary's House - main house

## **And finally . . .**

Thank you again to all those who've contributed to this process, either by carrying out risk assessments, representing services or facilitating workshops. You've all played a valuable role in our pandemic response and recovery work.

We know there are always unanswered questions about returning to the workplace safely. This is as much as we can share for now but we are committed to on-going communication and engagement with affected teams going forward. Please raise any questions through your usual line management routes in the first instance.

If you have questions that cannot be answered locally, either about safe home working or coming back to one of our sites, please email our [corona.virus@nhs.net](mailto:corona.virus@nhs.net) address and we'll ensure this reaches the right people to help.