



Risk Assessment

CRA04 Handling Biological Fluids

	Crystal Health Group Risk Assessment CRA04 Handling Biological Fluids		Assessor: John McChrystal
	Location	Version	
	All Locations	v08/08/26	

The following risk assessment is specifically for Crystal Health Group's sample collection activities and the handling of biological fluids for all testing and Medical Assessment services.

How was the risk assessment done?

The assessor followed the advice at www.hse.gov.uk/simple-health-safety/risk/. To identify the risks, they:

- reviewed the sample collection process;
- talked to staff and contractors to learn from their experience and listen to their concerns;
- talked to key clients to learn from their experience and listen to their concerns;
- reviewed previous non-conformance and audit reports to understand risks that have been previously identified.

They noted what was already being done to control the risks and recorded any further actions required. This includes a review of Sample Collection Error Notifications (SCENS) with the QA Manager.

Review Times for Risk Assessment	
Immediately	Before using a new process/activity Following a major change in process Following an incident/accident
1 Year	For established processes/activities that have not been changed in any way and there have been with no incidents/accidents.

 CRYSTAL Health Group	Crystal Health Group Risk Assessment CRA04 Handling Biological Fluids		Assessor: John McChrystal
	Location	Version	
	All Locations	v08/08/26	

WHAT IS THE RISK?	WHO/WHAT MIGHT BE AT RISK AND HOW?	EXISTING MEASURES TO CONTROL RISKS	FURTHER ACTIONS REQUIRED TO CONTROL RISKS FROM REVIEW	ACTION BY	STATUS
Collection of blood samples	- Risk of needlestick injury to the donor, phlebotomist or sample collector. - Risk of exposure to or contamination by blood and other bodily fluids if appropriate PPE and infection-control procedures are not followed.	- Trained Phlebotomists only are allowed to perform blood collections. - Trained Phlebotomists dispose of all used needles in sharp bins. - Strict protocols in place for the collection of blood samples. - Blood is transported in approved blood kit transportation kits. First Aid measures to address accidental exposure to <u>broken</u> skin or needlestick injury: - Allow the wound to bleed freely. - Do not squeeze or rub the injury site. - Wash site immediately using soap or a mild solution that will not irritate the skin. - If running water is not available, clean site with a gel or hand-cleaning solution. - Do not use any strong solutions, such as bleach or iodine, as these may irritate the wound and make the injury worse. - Report the incident immediately and obtain an urgent assessment from an appropriate clinician or occupational health provider. First Aid measures to address accidental exposure to <u>unbroken</u> skin: - Wash the area immediately with running water. - If running water is not available, clean the area with a gel or hand-cleaning solution. - Do not use strong disinfectants First Aid measures to address accidental exposure of the eye: - Irrigate exposed eye immediately with water or normal saline. - Sit in a chair, tilt the head back and ask a person to gently pour water or normal saline over the eye, gently pulling the eyelids up and down to make sure the eye is cleaned thoroughly. - Irrigate the affected eye immediately with clean running water or sterile saline, holding the eyelids open to ensure thorough rinsing. Obtain medical advice promptly. - Do not use soap or disinfectant on the eye. First Aid measures to address accidental exposure of the mouth: - Spit the fluid out immediately. - Rinse the mouth thoroughly, using water or normal saline, and spit out again. Repeat this process several times. - Do not use soap or disinfectant in the mouth. - A health care worker should be contacted immediately. - Relevant Quality Alerts and procedural updates are issued to sample collectors when required. - Blood-contaminated waste and used sharps are segregated and disposed of in approved containers through an authorised waste collection service.	- Update the persons identified as being at risk from needlestick injury to include phlebotomists and sample collectors. - Update the first-aid instructions for needlestick and eye exposure in line with current guidance. Incorporate established Quality Alert and clinical-waste controls into the existing control measures.	QA Manager	Complete August 2026

	Crystal Health Group Risk Assessment CRA04 Handling Biological Fluids		Assessor: John McChrystal
	Location	Version	
	All Locations	v08/08/26	

WHAT IS THE RISK?	WHO/WHAT MIGHT BE AT RISK AND HOW?	EXISTING MEASURES TO CONTROL RISKS	FURTHER ACTIONS REQUIRED TO CONTROL RISKS FROM REVIEW	ACTION BY	STATUS
Collection of urine/oral fluid samples	Sample collectors and donors may be exposed to urine, oral fluid or contaminated materials, creating a risk of contamination or infection if appropriate PPE, hygiene and infection-control procedures are not followed.	- Sample collectors are provided with appropriate PPE, including disposable gloves and any additional PPE required by the collection procedure or circumstances. - Spill materials are also supplied in the form of a spill tray, paper towels and alcohol wipes. - Urine and oral-fluid collections are undertaken only by personnel who have received the training and authorisation appropriate to the collection being performed. - Urine is transported in approved spill proof transportation bags. - Residual urine is disposed of through toilet facilities where permitted by the applicable procedure. Used collection materials are placed in the appropriate designated waste container. First-aid measures following accidental exposure Broken skin: Allow the wound to bleed gently. Do not suck or scrub the wound. Wash thoroughly with soap and running water, dry it and cover it with a waterproof dressing. Report the incident immediately and obtain an urgent assessment where exposure to blood or another potentially infectious material may have occurred. Unbroken skin: Wash the affected area thoroughly with soap and running water. Report any exposure involving damaged skin or potentially infectious material. Eyes: Irrigate the affected eye immediately with clean running water or sterile saline, holding the eyelids open to ensure thorough rinsing. Obtain medical advice promptly. Mouth: Spit out any fluid immediately and rinse the mouth thoroughly several times with water. Do not swallow the rinsing water. Report the incident immediately and obtain appropriate medical advice. - Relevant Quality Alerts and procedural updates are issued to sample collectors when required. - Used collection materials and other waste are segregated and disposed of in accordance with the applicable waste procedure. Any materials contaminated with blood are treated as clinical waste and placed in the appropriate approved waste container.	- Incorporate the established Quality Alert and waste-disposal arrangements into the existing control measures. - Update the description of persons at risk and clarify the applicable PPE and training controls. - Update the first-aid instructions for accidental exposure and remove the outdated contact-lens advice. - Clarify the segregation and disposal requirements for used collection materials and potentially contaminated waste.	QA Manager	Complete August 2026

 CRYSTAL Health Group	Crystal Health Group Risk Assessment CRA04 Handling Biological Fluids		Assessor: John McChrystal
	Location	Version	
	All Locations	v08/08/26	

WHAT IS THE RISK?	WHO/WHAT MIGHT BE AT RISK AND HOW?	EXISTING MEASURES TO CONTROL RISKS	FURTHER ACTIONS REQUIRED TO CONTROL RISKS FROM REVIEW	ACTION BY	STATUS
Collection of other non-fluid samples, e.g. mouth swabs containing cheek cells, hair and breath samples.	Sample collectors and donors may be exposed to biological material or contaminated collection equipment, creating a risk of contamination or infection if appropriate PPE, hygiene and infection-control procedures are not followed.	- Sample collectors are provided with appropriate PPE, including disposable gloves and any additional PPE required by the collection procedure or circumstances. - Collections are undertaken only by personnel who have received the training and authorisation appropriate to the collection being performed. - Relevant Quality Alerts and procedural updates are issued to sample collectors when required. - Used collection materials and other waste are segregated and disposed of in accordance with the applicable waste procedure. Any materials contaminated with blood are treated as clinical waste and placed in the appropriate approved waste container.	No further actions were identified during this review.	N/A	N/A
Lone working during sample collection	Sample collectors may be at increased risk when working alone in clients' homes, workplaces, unfamiliar or isolated environments. Assistance may be delayed following an accident, exposure incident, confrontation or sudden ill-health.	- All sample collection appointments are pre-planned, recorded and visible within company systems. - Sample collectors receive training on lone-working procedures, personal safety, situational awareness, risk assessment, decision-making, incident reporting and escalation. Refresher training is provided where required. - Sample collectors assess risks before and during appointments and must not proceed, or must leave, if they feel unsafe. - Location-specific, environmental or client-related concerns must be reported to Crystal Health Group. - Sample collectors provide Crystal Health Group with current direct-contact and emergency-contact details. - During business hours, sample collectors contact head office. Emergency contact details are provided with booking information for out-of-hours appointments. - Scheduled appointments and required records are reviewed on the next working day. Missing or incomplete records and potential welfare or safety concerns are followed up and escalated where required. - Additional, proportionate controls may be applied to higher-risk activities, including out-of-hours appointments and work in unfamiliar or isolated environments. - Continued refresher training on Lone Worker procedures.	No further actions were identified during this review.	N/A	N/A

 CRYSTAL Health Group	Crystal Health Group Risk Assessment CRA04 Handling Biological Fluids		Assessor: John McChrystal
	Location	Version	
	All Locations	v08/08/26	