




Risk Assessment

CRA04 Handling Biological Fluids

	Crystal Health Group Risk Assessment CRA04 Handling Biological Fluids		Assessor: John McChrystal
	Location	Version	
	All Locations	v07/07/25	

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.

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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	<ul style="list-style-type: none"> Risk of needle stick injury to donor. Risk of contamination / infection if correct PPE not worn. 	<ul style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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. A health care worker should be contacted immediately. First Aid measures to address accidental exposure to <u>unbroken</u> skin or needle stick injury: <ol style="list-style-type: none"> 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 First Aid measures to address accidental exposure of the eye: <ol style="list-style-type: none"> 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. If wearing contact lenses, leave them in place while irrigating, as they form a barrier over the eye and will help protect it. Once the eye has been cleaned, remove the contact lenses and clean them in the normal manner. This will make them safe to wear again. Do not use soap or disinfectant on the eye. First Aid measures First Aid measures to address accidental exposure of the mouth: <ol style="list-style-type: none"> 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. 	<ol style="list-style-type: none"> Regular 'Quality Alert' updates sent to all Sample Collectors. Blood waste is managed separately by certified phlebotomists using approved sharps disposal containers and regulated collection services. 	<ol style="list-style-type: none"> QA Manager QA Manager 	<ol style="list-style-type: none"> Ongoing Ongoing

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Collection of urine/oral fluid samples	<ul style="list-style-type: none"> Risk of contamination / infection if correct PPE not worn. 	<ul style="list-style-type: none"> Sample collectors are provided with PPE in the form of gloves and face masks (when applicable). Spill materials are also supplied in the form of a spill tray, paper towels and alcohol wipes. Trained and certified personnel are only allowed to perform urine collections. Urine is transported in approved spill proof transportation bags. Waste urine is disposed of in toilet facilities whilst waste materials used for the collection of urine are disposed of in waste disposal bags. First Aid measures to address accidental exposure to <u>broken</u> skin: <ol style="list-style-type: none"> 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. A health care worker should be contacted immediately. First Aid measures to address accidental exposure to <u>unbroken</u> skin: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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. If wearing contact lenses, leave them in place while irrigating, as they form a barrier over the eye and will help protect it. Once the eye has been cleaned, remove the contact lenses and clean them in the normal manner. This will make them safe to wear again. Do not use soap or disinfectant on the eye. First Aid measures to address accidental exposure of the mouth: <ol style="list-style-type: none"> 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. 	<ol style="list-style-type: none"> Regular 'Quality Alert' updates sent to all Sample Collectors. All waste generated from sample collections (excluding blood) is classified as non-hazardous. It is the responsibility of sample collection officers to dispose of waste in accordance with local waste regulations (general or recyclable waste). 	<ol style="list-style-type: none"> QA Manager QA Manager 	<ol style="list-style-type: none"> Ongoing Ongoing

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Collection of other non-fluid samples i.e. mouth swabs containing cheek cells, hair and breath samples.	<ul style="list-style-type: none"> Risk of contamination / infection if correct PPE not worn. 	<ul style="list-style-type: none"> Sample collectors are provided with PPE in the form of gloves and face masks (when applicable). Trained and certified personnel are only allowed to perform relevant collections. 	<ol style="list-style-type: none"> Regular 'Quality Alert' updates sent to all Sample Collectors. All waste generated from sample collections (excluding blood) is classified as non-hazardous. It is the responsibility of sample collection officers to dispose of waste in accordance with local waste regulations (general or recyclable waste). 	<ol style="list-style-type: none"> QA Manager QA Manager 	<ol style="list-style-type: none"> Ongoing Ongoing
Lone working during sample collection	<ul style="list-style-type: none"> Sample Collector – increased risk due to isolation when handling biological fluids in client homes, remote clinics or public locations. This includes delayed emergency response following a needle stick injury, spillage, confrontation, or health episode. 	<ul style="list-style-type: none"> All Sample Collectors are subject to the Lone Worker Policy and trained on related procedures. Check-in/check-out protocols used where applicable. Lone workers are issued with emergency and escalation support contacts. Risk-based planning for collections in potentially high-risk environments. 	<ol style="list-style-type: none"> Continue refresher training on Lone Worker procedures. Conduct spot audits of lone working compliance (e.g. check-in logs) as part of the monthly health and safety spot checks. 	<ol style="list-style-type: none"> QA Manager 	<ol style="list-style-type: none"> Ongoing

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