

Risk assessment **The hazard**

SARS-CoV-2 is a respiratory virus that can invade a host via the respiratory route or via hand to eye / mouth / nose contact, causing the disease COVID-19.

People who appear healthy may be carrying and shedding the virus, which can be passed on either directly or indirectly to others. This means we need to assume that anyone could be carrying the virus.

The routes of transmission (how the hazard can cause harm – the risks)

- Direct contact to face – eyes, nose from droplets or aerosols spraying from an infected person onto another person who is in close contact.
 - Contamination via droplets/aerosol from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.
 - Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose or mouth
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- Possible transmission from faeces to hands and then directly or indirectly to the body via hands and hand contact surface transfer.

The main controls are:

- Social distancing in accordance with government guidelines at the present time.

- Disinfecting hand contact surfaces with suitable disinfectant
- Hand washing with warm soapy water for minimum 20 seconds and drying and hand sanitiser use at key moments
- Not touching eyes, mouth or nose with contaminated fingers (if used)
- Ensuring adequate ventilation when inside

Company name: Wrea Head Ltd

Assessment carried out by: Mark Giles & Gerry Aburrow

Date of next review: 13.08.2021

Date assessment was carried out: 13.05.2021

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Arrivals and reception	Guests and staff may be exposed to Covid 19	-Guests usually 'check-in' directly in on arrival at reception.	-Guests will arrive at the front door (always open in daytime, no door handle to open). They will have been notified in writing of Covid 19 procedures and precautions as part of their booking process including advice to cancel	Manager and staff.	May 2021	

			<p>reservation (no charge) in the event of Covid 19 symptoms.</p> <ul style="list-style-type: none"> -Hand and suitcase sanitation station will be set up in outer porch to clean hands and suitcase handles prior to entering lobby with signage. -Guests to 'scan in' using 'Track & Trace' QR code. -Guests reports to reception where they are directed to their room where a welcome pack containing sanitised room key and all freshly printed paperwork required will be found. 			
			<p>Guest may leave bag at reception and request a delivery service. Staff will use gloves and deliver bag to outside room door and knock to inform guest it has been delivered to outside the door. Staff will sanitise hands before and after handling luggage. Receptionist available to answer questions from guests from a distance of 2 mtrs.</p>			

Room/Housekeeping	Guests and cleaning staff may be exposed to Covid 19	-TV Remote Cleaned in room during routine cleaning.	- TV Remote will be sanitised between guest stays and left in room.	Manager and housekeeping staff.	May 2021	
		-Telephone will be cleaned by housekeeping team.	Sanitised by housekeeping team.			
		Laundry all supplied clean from industrial laundry service.	No Change: delivered to room after laundering from a professional laundry service with room items for arriving guest/s.			
		Room Serviced each day	We will not enter or service hotel rooms during guest stay unless asked to do so or in an emergency and this will be in the absence of the guest and communicated pre-arrival.			

		Tea making tray, Glasses and china plus tea, coffee, and milk packets in room.	We have removed all glass and china from the room and supplied paper cups. A range of tea and coffee is supplied in the welcome pack. Guests advised to bring their own cups if they wish.			
		Room Servicing	Heightened cleaning of contact or 'touch-points' including (but not limited to) light switches, bedside tables, table tops, taps, toilet and flushes, shower doors, bath area including taps, door handles, hair dryers, ironing equipment, wardrobe doors, kettle handles and lids, heater controls, wooden beds/ chair backs and curtain/blind wands will be disinfected during room changeover with appropriate Ecolab or appropriate products. -Housekeeping staff to use personal 'tray' with usual cleaning products within to reduce sharing. -Shared items ie hoover/mops/brushes to be wiped			

			<p>with disinfectant before and after each user. 'Clean as you use'.</p> <ul style="list-style-type: none"> -Guests will be asked to open windows on departure to ventilate rooms pre housekeeping depending on weather conditions. -Room will be 'fogged' with disinfectant after deep clean prior to guest arrival. This may be discontinued if guidance suggests no longer of any current benefit. 			
Restaurant Service	Guests and staff may be exposed to Covid 19	Dining Room has multiple tables and guest are free to linger if they like	<p>We have removed several tables to maintain social distancing at 2 mtrs. Due to the reduced number of tables we will now have to operate fixed sittings times in our two dining rooms with a 15min gap to allow us to clean and reset the room for next sitting. Table linen to be changed, sanitisation of chair backs and arm rests and any touchpoints ie door handles etc with appropriate cleaning product. Condiments cruets either sanitised pre dining or provided as single use sachets.</p>	Manager & Staff	May 2021	

		<p>Guest has booked a time and comes down to the bar prior to this to make a food selection and enjoy a drink.</p>	<p>To maintain social distancing in both the bar and dining rooms we have made the following changes. Seating has been reduced. Menus for both dinner and breakfast will be chosen by preselecting from the menus in the welcome pack. We will now operate multiple sittings for breakfast and dinner. Freshly laundered linen for each 'cover' with cutlery, laid out just prior to dining.</p>			
		<p>Waiter service</p>	<p>We will serve meals wearing face masks as appropriate and will no longer crumb down tables between courses or pour wine unless requested us to do so. Plates /dishes delivered to table by staff with a clean hand policy ie: wash hands after touching objects that have come in to contact with diners before moving to another task. All glasses, crockery & cutlery will be machine washed at an appropriate temperature promptly after delivery to kitchen.</p>			

			Glasses will be provided depending on need.			
		Pre-dinner drinks in the bar	Guest will have a 45 min pre dinner drinks time in the bar and conservatory prior to dinner to enable social distancing.			
		Drinks on the terrace	During warm weather, the terrace will be open and can be used at any time.			
Bar	<i>Guests and staff.</i>	Guest can order drinks from the bar and they are then served to the table	Social distancing will be maintained, and a face covering worn by the bartender who will take orders and deliver beverages directly to the guest's table (Table Service only). All drinks will be charged to rooms with no cash transactions needed. Used glasses will be cleaned in an appropriate glass washer with detergent and afterwards safely stored. Bar staff will wash hands after handling used glassware and ensure hands are washed prior to pouring beverages and handling of clean glasses. Touch-points in the bar ie	Manager & Bar-staff	May 2021	

			sofa and chair arms, table tops, bar surface etc will be sanitised between each 'sitting' ready for the next guest.			
		Glass collection and drink top up.	We will collect 'used' glasses therefore there is no need for guests to return their 'empties' to the bar.			
		Guest selects wine for dinner while choosing dinner.	Wine for dinner will be chosen via the pre order selection in the welcome pack and will be on the guest's table when they arrive for dinner. All bottles will be sanitised prior to arriving at the table. Guests may still order in the bar for dinner if needed.			
Breakfast	Guests and staff may be exposed to Covid 19	Guest wander down for breakfast between 8am and 10am select a table and help themselves to buffet and	Guests will select a breakfast time and arrive just before this time. Tables with fresh linen will be set with the items requested on pre order and hot food will be served by a waiter directly to table as soon as it is ready. There will be 45 mins for breakfast and 15 minutes will	Manager & Staff	May 2021	

		order hot food from the waiter	be used to change and sanitise the room for the next sitting.			
		Buffet table has many bowls, drinks and other items that can be handled by multiple guests	Buffet will be removed but all items remain as an option via pre order.			
		Tables would normally be pre-set and changed as guest arrived and departed.	Tables will be set for each sitting reducing risk of contamination			
		Cutlery and crockery are washed in a commercial high temperature dishwasher.	No change other than cutlery will be stored in sealed containers on leaving the machine.			

Checkout	Guests and staff may be exposed to Covid 19	Guest would come to reception in the morning receive their bill and settle before leaving	An itemised bill including any extras will be put under the door the night before checkout, if this is correct then we will charge the customer's card at reception on departure. If there are any questions then reception may be contacted on 200 and this will be investigated.	Manager & Bar/Reception staff.	May 2021	
Staff	<i>All staff will be potentially exposed at times to customers and other staff who may be Covid 19 carriers.</i>	All staff would be dressed in appropriate uniform for their job	Our bar and waiting staff will wear appropriate protective uniform depending on their job and current guidelines. At present with the 1 mtr plus guideline, face coverings will be worn when serving food and beverages.	Manager	May 2021	
		Bar Staff	Face covering			
		Waiting Staff	Face covering			

		<p>Reception & management</p>	<p>No face covering routinely in office but face covering and gloves as necessary when dealing with guests if social distancing is not possible. Only one member of staff permanently in reception at any one time: knock on door if there is a need to converse with reception then step back against corridor wall to keep at 2 mtr distance.</p> <p>Telephone, keyboard, mouse, filing cabinet, desk, surfaces, PDQ machine and touchpoints to be wiped clean with disinfectant between each change of user.</p> <p>Where PDQ must be used, reception staff to step back to keep their distance from guest and any 'fomite' sanitised before and after contact. Payments will ideally be taken electronically (contactless) using guests credit/debit card details.</p> <p>Key-drop may be used, and keys sanitised at each 'drop' or kept by guest for duration of stay.</p>			
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			<p>'Clean as you use' for printers and other shared equipment ie sanitise after use to ensure it is clean for the next user.</p> <p>Keep workstations uncluttered to reduce risk of contamination and for ease of cleaning.</p> <p>Keep hands clean hence reducing risk of contamination.</p>			
Stairs/Corridors & Public Areas	<i>All staff and customers using area due to potential Covid 19 contamination of hard surfaces.</i>	All Stairs and banisters cleaned daily	<p>-Banister rails will be cleaned several times during the day with appropriate sanitiser.</p> <p>-Touchpoints ie: light switches/door handles etc to be wiped with sanitiser on a regular basis.</p> <p>-Public areas including furniture will be wiped down or fogged as appropriate on a daily basis.</p>	Manager/Housekeeping/Staff	May 2021	
Doors & light switches	<i>Ditto</i>	Doors Handles and light switches cleaned during house	Majority of internal corridor doors are on a fire security system and are held open all day until midnight when they all close automatically, so guest have no need to touch corridor doors. All bedroom doors	Manager/Housekeeping/Staff	May 2021	

		cleaning duties	will be sanitised as part of the room preparation and then wiped down on the corridor side multiple times a day. Door handles and light switches will be regularly sanitised.			
<i>External Tables</i>	Guests and staff may be exposed to Covid 19	Tables and Chairs available for use on the terrace	The tables are set 2m apart and have glass tops. We have provided sanitiser on the veranda if guests wish to sanitise their table top prior to use as we will not always be checking these table other than removing glasses and wiping down at that point. A bin is also available to dispose of any used wipes and rubbish which will be emptied periodically.	Manager/Housekeeping/Staff		
<i>Guests</i>	<i>Guests</i>	We expect all guests to arrive in good health for their stay	Guests will be aware via national news etc of potential routes of Covid 19 transmission and need to protect themselves and others. We will re-emphasise current guidelines regarding hygiene and social distancing where appropriate in confirmation e mail and in print at the hotel. As per Government	Guests and staff.	May 2021	

			<p>guidelines, from May 2021 guests will be expected to wear 'face coverings' when in the hotel's public spaces, but not when in their bedrooms or in the bar or dining rooms whilst eating or drinking which must only happen whilst seated. Exemptions apply.</p> <p>Groups of up to six are permitted or as 2 households/bubbles. People should stay socially distanced from anyone they do not live with or share a bubble with. People should interact only with those in their group.</p>			
<i>Hygiene</i>	<i>Guests and Staff</i>	Routine hygiene	<p>All staff should wash their hands when arriving at work (for a minimum of 20 seconds with soap and water and dry thoroughly) or at the start of a shift as well as before handling or eating food, blowing noses, coughing or sneezing or going to the toilet. Avoidance of touching face/nose/eyes etc with hands or fingers and if coughing or</p>			

			<p>sneezing use a disposable tissue and wash hands afterwards. There is a risk of transmission outside of the workplace and staff will need to adhere to Government guidance regarding transport to and from work and when out and about. Washing facilities are available with soap and warm water & appropriate sanitising gel provided where required. All staff to maintain scrupulous personal hygiene at all times. Likewise, guests will be expected to sanitise/wash their hands on arriving at the hotel, leaving their room and maintain social distancing and good personal hygiene when in public spaces and 'out and about'. Guests will be required to use toilet facilities in their rooms and public toilets will be closed to them. Staff will need to take breaks independently and observe safe distancing guidelines at all times on site.</p>			
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			<p>Downstairs toilet facilities will be closed to guests until further notice.</p> <p>Information signage provided re social distancing, flow through hotel and hygiene measures.</p>			
<i>Waste Disposal</i>	<i>Guests & Staff</i>	Waste bins provided	Additional bins provided to external and public areas to encourage guests to dispose of their own waste and reduce staff contact.	Manager & Staff.		
<i>Staff Training</i>	<i>All Staff</i>	Periodic	<p>Ensure staff are aware of Covid19 risks and processes to manage these. Explanation of current social distancing guidelines, routes of transmission, importance of handwashing and personal hygiene including when smoking, vaping and eating.</p> <p>Explanation if there is a need to cough/sneeze in to tissue or crook of elbow as appropriate with safe disposal of tissue and hand washing afterwards.</p> <p>Explanation of a clean and uncluttered working environment to</p>			

			<p>reduce possibility of Covid 19 contamination and to enable ease of cleaning.</p> <p>Awareness of Covid 19 symptoms (ie: high fever, new continuous cough and sudden loss of taste or smell) and protocol for management.</p> <p>Awareness of travelling safely to and from work ie avoid public transport where possible. Car parking and bicycle storage available on site.</p>			
<i>Room Service</i>	<i>Staff & Guests</i>	Routinely available	<p>Only available in exceptional circumstances ie: inability to use dining areas. Due to social distancing requirements this will not be a standard available option.</p> <p>Room tray to be delivered and collected from outside room, announced by a knock on the door.</p> <p>Staff to wash hands before and after delivery/collection and tray/contents cleaned in accordance with kitchen/restaurant guidelines.</p>			

<i>Food & Beverage</i>	<i>Guest & Staff</i>	Dining Times	Reserved dining times in two restaurants with reduced covers per sitting and fixed bar/dining sittings. Social distancing maintained with staff & guests. Hand cleaning available at entrance to dining rooms. Customers not to enter if any Covid 19 symptoms present.			
<i>Kitchen</i>	<i>Staff</i>	Usual cleaning protocol	<ul style="list-style-type: none"> -Kitchen staff to access kitchens from staff door (once open) hence reducing proximity to other members of staff. -Hand washing/sanitation each time kitchens are entered and exited and frequently throughout shift. -Chefs 'whites' to be laundered daily at hot temperature in kitchen washing machine. -Face covering to be worn where social distancing of 2 mtrs may not be possible. -Avoidance of touching face with hands at all times and 'tasting' with 			

			<p>a clean spoon to break any potential transmission route.</p> <ul style="list-style-type: none">-Enhanced cleaning of surfaces and touch points with appropriate Ecolab or alternative sanitiser.-Supplies delivered to back kitchen door, left on table under canopy by delivery staff, sanitised as necessary and carried in by chefs to avoid non hotel staff from entering the building.-Regular sanitisation of fridge/oven/microwave/freezer/door handles and work surfaces (see separate kitchen protocol)-Use of dish washer/hot tap water and detergent to adequately clean pots/crockery/cutlery/kitchenware.-Minimise serving staff entering kitchen unnecessarily and social distancing adopted when several members of staff in kitchens.-Used crockery/cutlery to be delivered and loaded directly to dishwasher baskets by serving staff where possible.			
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			-Enhanced cleaning at end of evening service.			
<i>Bar</i>	<i>Guests & Staff may be exposed to Covid 19</i>	Routine Cleaning	<ul style="list-style-type: none"> -Limit guest numbers at any one time by using pre-booked time slots in bar prior to dining. -Pre-ordering off dinner menu in guest bedrooms avoids unnecessary menu handling/sharing. - Social distancing guidelines. -Guests to hand sanitise/wash before dining. -Bar staff to wash hands when entering bar and regularly during a shift including after collecting and placing used glassware in glass washer. -Bar surfaces/touch points/till (see previous) glass table tops and seat arms to be sanitised between each guest dinner 'sitting' and at end of evening. 			
<i>Customer Flow through hotel</i>	<i>Risk of Covid transmission</i>	Unrestricted.	Due to the size and layout of the hotel having a relatively small number of rooms (a maximum of	Manager	May 2021	

	<p><i>between staff & guests.</i></p>		<p>three bedrooms off each corridor) served by a wide-open staircase and landings, there is ample opportunity for guests to see and avoid close contact with each other and staff. On arrival we have removed the need for a formal check-in process at reception reducing congestion as guests move from the front door (left open during favourable conditions) into the main hall. Priority will be given to guests ascending the main staircases with adequate opportunities to stand aside and allow others to manoeuvre past. Signage will explain that priority will be given to guests exiting the public rooms into the main hall. As per Government guidelines, from May 2021, guests will be expected to wear 'face coverings' when in the hotel's public spaces, but not when in their bedrooms or eating/drinking in the bar or dining rooms (whilst seated). Exemptions apply.</p>			
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<p><i>Staff Flow through the hotel</i></p>	<p><i>Risk of Covid to staff & Guests</i></p>	<p><i>Unrestricted</i></p>	<p>-Staff will enter the hotel via the rear staff entrance. -Priority will be given by staff to guest movements (where appropriate) and staff will use rear staircase to avoid unnecessary congestion on main stairs. -Service corridor has been fitted with an observation mirror and priority will be given to staff carrying food/beverages in corridors with others 'stepping back' to facilitate safe passage. -Courtesy and consideration will allow for the smooth transit of staff through the hotel.</p>	<p>Hotel Manager & Staff</p>	<p>May 2021</p>	
<p><i>Suspected COVID 19 case in hotel</i></p>	<p><i>Risk of Covid to staff & guests</i></p>	<p>N/A</p>	<p>SUSPECTED COVID-19 CASES IN THE HOTEL</p> <p>Common Covid 19 symptoms include:</p>	<p>Hotel Manager & Staff will follow the latest guidelines available at that point in time.</p>	<p>May 2021</p>	

			<ul style="list-style-type: none">-high temperature-persistent cough-sudden loss of taste or smell <p>If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, they should be advised to self-isolate according to current government guidance.</p> <p>If a guest is displaying signs of the Covid-19 virus while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have Covid-19, they should return</p>			
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			<p>home if they reasonably can. They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. Once the guest has returned to their main residence, they should continue to follow the government guidance on self-isolation, household isolation and social distancing.</p>			
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			<p>This will apply to all guests that were present in the room. If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately.</p> <p>Hotel cleaning after a suspected contamination</p> <p>Whether an infection is confirmed or suspected relating to your premises, there is specific guidance that should be followed which includes how to deal with bedrooms safely. A link to this government guidance is found here.</p> <p>Be aware that guidance can change, so always check the government sites if a case arises in your business.</p>			
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			<p>It pays to make a plan for this eventuality before it happens and to make sure that you have the cleaning products you need. You also need to make sure that your staff are trained on new procedures.</p> <p>Bedrooms where there has been a suspected infection</p> <p>Where there has been a confirmed or suspected infection, follow the latest Government advice which can be found here.</p> <p>Version 1.0 as at 25/06/2020</p> <p>This will reduce the risk to your housekeeping staff and guests and means that soft furnishings which can't be disinfected easily will be safe. If you do this, current UK Government guidance</p>			
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			<p>is that you can follow normal room cleaning regimes, as detailed above.</p> <p>Public Areas</p> <p>You will need to clean and disinfect all high frequency touch points in the public areas in the hotel as per your risk assessment and new operating procedures: disinfect surfaces such as grab-rails in corridors and stairwells, door handles and lift buttons. Don't just clean the touch points on the floor level where the infected guest was staying, others may have picked up the virus and transferred it to other floors and areas. Dispose of any cloths, mop heads etc. by double bagging and keeping secure for 72 hours before disposing in the general rubbish.</p>			
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			<p>If you can't isolate the room</p> <p>If you can't keep the room unoccupied after an infected guest has left, Government guidance includes some of the following information and we have added more suggestions to consider:</p> <ul style="list-style-type: none">• Don't shake laundry and bag up in double bags and leave securely before washing. Wash hands and disinfect any surfaces that may have been contaminated by the bags after taking to the secure place.• Steam clean soft furnishings and mattresses only if you can guarantee that the steam cleaner actually emits			
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			<p>steam when it leaves the machine.</p> <ul style="list-style-type: none">• Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the disinfecting / sanitising products you normally use.• Pay particular attention to frequently touched areas and surfaces, in the room as listed above.• After cleaning dispose of single-use protective clothing, cloths and mop heads and any other waste in the room by double-bagging, and then store securely for 72 hours then throw away in the regular rubbish after cleaning is finished.			
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			<ul style="list-style-type: none"> After cleaning and bagging up waste, wash hands with soap and water for 20 seconds, and dry them with a paper towel. Dispose of paper towel appropriately. 			
<i>Staff with COVID 19 Symptoms</i>	<i>COVID 19 spread to Staff & Guests</i>	N/A	<p>Staff aware that if they develop symptoms suggestive of COVID 19 infection, (namely but not confined to)</p> <ul style="list-style-type: none"> - High fever - Persistent cough - Sudden loss of taste or smell <p>They should inform their line manager and arrange to go home in a safe manner, seek medical attention and arrange for immediate testing/screening and ongoing medical management. The protocol may change and hence up</p>	Manager/Line Manager	May 2021	

			to date/current advice must be sought as and when required.			
<i>General</i>			The above protocols are based on our current understanding of the Covid 19 situation and Government guidelines. These are likely to be revised from time to time, hence the need to ensure referral to latest guidance as and when needed.			
			<ul style="list-style-type: none"> -Staff are aware that they may choose to arrange for Covid 19 home testing kits directly as part of the Government's screening initiative. -They are also encouraged to seek Covid 19 vaccination in a timely fashion as per Governmental guidelines for their own protection as well as that of other staff and our guests. -We will ensure adequate ventilation with fresh air in all public spaces. 			

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/

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