

Risk assessment COVID19

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 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 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)

Allen Hotels Ltd: Red Lea Hotel

Date of next review: 01.10.2020

Assessment carried out by: Sara and Nick Allen

Date assessment was carried out: 01.07.2020

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 (outer door open in daytime, no door handle to open). Guests notified in advance of Covid 19 procedures and precautions as part of their booking process including advice to cancel reservation (no charge) in the event of Covid 19 symptoms. -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 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.	Manager and staff.	July 2020	
			Guest may take their bags or request portorage at reception. Staff will use gloves and deliver cases 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.			
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 and included in the guest's welcome pack house clean.	Manager and housekeeping staff.	July 2020	
		-Telephone will be cleaned by housekeeping team.	Sanitised by housekeeping team.			
		Laundry all supplied clean from industrial laundry service.	No Change other than enhanced procedures for bagging – all bags to be securely tied with no protruding sheets / towels etc. Laundry will hold for 72 hours before washing. No plastic bags to be used.			
		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.	Tea making tray will remain in the room. On changeover cups and saucers from the room will be cleaned in the dishwasher at high temperature. A range of tea and coffee is supplied in the welcome pack. Guests advised that they may bring their own cups if they wish.			

		Room Servicing	<p>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 viricidal products.</p> <p>-Housekeeping staff to use personal 'tray' with usual cleaning products within to reduce sharing.</p> <p>-Shared items ie hoover/mops/brushes to be wiped with disinfectant before and after use. 'Clean as you use'.</p> <p>-Guests will be asked to open windows on departure to ventilate rooms pre housekeeping depending on weather conditions.</p> <p>-Room will be 'fogged' using viricidal fogger after deep clean prior to guest arrival.</p>			
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 routinely operate the Rowntree Room as a dining area. To avoid the need for queueing guests will be given a specific time for their breakfast / dinner. Re-lays to be avoided but, if necessary, allow a 10min gap to clean and reset the table. Any table linen to be changed, chair backs and arm rests and other touch points to be sanitised with appropriate cleaning product. Sugar shakers, salt and</p>	Manager & Staff	July 2020	

			pepper pots to be removed - single use sachets in cleansable container.			
		Guest has booked a time and comes down to the bar prior to this to make a food selection and enjoy a drink.	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. Disposable napkin for each 'cover' with cutlery, laid out just prior to dining.			
		Waiter service	We will serve meals wearing face masks as appropriate. We will not clean the table between courses or pour wine unless requested us to do so. Plates /dishes will be 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 adequate temperature promptly after delivery to kitchen. Condiments will be served in single use portions when requested. Glasses will be provided depending on need.			
		Pre-dinner drinks in the bar	Guest will be able to use the bar area (reduced tables and chairs to enable social distancing) and the Club lounge.			
		Outside seating	During warm weather, outside seating in front of the dining room and bar will be open and can be used at any time.			

Bar	<i>Guests and staff.</i>	Guest can order drinks from the bar and pay cash or charge to their room account,	The bar will only be available to resident guests. Social distancing will be maintained, and a face covering worn by the bar tender who will take orders and place them on the far end of the bar for guests to collect. 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. Touchpoints in the bar ie sofa and chair arms, table tops, bar surface etc will be sanitised between each 'sitting' ready for the next guest.	Manager & Bar-staff	July 2020	
		Glass collection and drink top up.	Glass collection from tables whilst occupied will be minimised. Guests will need to come to the bar to reorder drinks.			
		Guest selects wine for dinner while choosing dinner.	Wine for dinner will be via the pre order selection in the welcome pack and will be on guest table when they arrive for dinner. All bottles will be sanitised prior to arriving at the table. Guests may still order at the bar for dinner if needed.			
Breakfast	Guests and staff may be exposed to Covid 19	Guests take breakfast usually between 8am and 10am. DB&B guests occupy their dinner table.	Guests will select a breakfast time and arrive just before this time. Tables to be prepared with disposable napkin and appropriate cutlery. All cereals, juices beverages as well as toast and 'mains' to be served at the table. We will serve meals wearing face masks as appropriate. We will not clean the table between courses unless requested us to do	Manager & Staff	July 2020	

		B&B guests are led to their table.	so. Plates /dishes will be 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 adequate temperature promptly after delivery to kitchen. Condiments will be served in single use portions when requested.			
		Buffet 'bar' has many bowls, drinks and other items that can be handled by multiple guests	Buffet 'bar' will remain but not stocked. All items usually displayed will continue to be available. Signage to be considered.			
		Tables would normally be pre-set and changed as guest arrived and departed.	Tables will be set for each sitting so that nothing has been left out reducing the risk of contamination			
		Cutlery and crockery are washed in a commercial high temperature dishwasher.	No change other than cutlery will be stored in wrapped containers on leaving the machine ready for use.			

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	Guest will have the cost of the room charged to their card on arrival at the hotel from the details we hold on the booking (HE Secure). 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 directly after 10.30am, if there are any questions then reception may be contacted and this will be investigated. Guests will not be required to enter card details at reception as all transaction will be processed (HE Secure).	Manager & Bar/Reception staff.	July 2020	
Staff	<i>Staff will be potentially exposed to customers & colleagues who may be Virus 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 consistent with 'One metre plus' guideline, face coverings will be worn when serving food and beverages.	Manager	July 2020	
		Bar Staff	Face covering			
		Waiting Staff	Face covering			
		Reception & management	No face covering routinely in office but face covering and gloves as necessary when dealing with guests if social distancing is not possible. No more than two members of staff in reception at any one time. (In the back office, no more than two members of staff at any time). Telephone, keyboard, mouse, filing cabinet, desk, surfaces, PDQ machine and touchpoints to be wiped clean with disinfectant between each change of user.			

			<p>Where PDQ must be used, reception staff to step back to keep their distance from guest and the PDQ machine should be sanitised before and after contact. Payments will ideally be taken electronically (contactless) using guests credit/debit card details.</p> <p>Key drop- keys to be sanitised at each 'drop'.</p> <p>'Clean as you use' for safes, 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	<ul style="list-style-type: none"> -Banister rails will be cleaned four times during the day with appropriate sanitiser. -Touchpoints eg: light switches/door handles etc to be wiped with sanitiser on a regular basis. -Public areas including furniture will be wiped down or fogged as appropriate on a daily basis. 	Manager/Housekeeping/Staff	July 2020	
Doors & light switches	<i>Ditto</i>	Doors Handles and light switches cleaned during house cleaning duties	We will link majority of internal corridor doors to the fire security system. They will be held open all day until midnight when they all close automatically so guests have no need to touch corridor doors. All bedroom doors 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.	Manager/Housekeeping/Staff	July 2020	

<i>External Tables</i>	Guests and staff may be exposed to Covid 19	Outside bench seating available to guests (in front of the bar and dining room).	This area is not regularly monitored. Signage will caution guests to remain 2m apart. Wipes will be available to allow guests to wipe bench touchpoints etc. A bin will be 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.	Guests and staff.	July 2020	
<i>Hygiene</i>	<i>Guests and Staff</i>	Routine hygiene	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 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			

			<p>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. Downstairs toilet facilities will be closed to guests until further notice. Information signage provided.</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. Explanation of a clean and uncluttered working environment to reduce possibility of Covid 19 contamination and to enable ease of cleaning. Awareness of Covid 19 symptoms (ie: high fever, new continuous cough and sudden loss of taste or smell) and protocol for management. Awareness of travelling safely to and from work ie avoid public transport where possible. Bicycle storage available on site.</p>			
<i>Room Service</i>	<i>Staff & Guests</i>	Not Routinely used but available.	Only available in exceptional circumstances ie: inability to use dining areas. Due to social distancing requirements this will not be a			

			standard available option. Room tray to be delivered and collected from outside room, announced by a knock on the door. Staff to wash hands before and after delivery/collection and tray/contents cleaned in accordance with kitchen/restaurant guidelines.			
<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. -Avoidance of touching face with hands at all times and 'tasting' with a clean spoon to break any potential transmission route. -Enhanced cleaning of surfaces and touch points with appropriate sanitiser. -Supplies delivered to back door and carried in by chefs / KP's to avoid non hotel staff from entering the building. -Regular sanitisation of fridge/oven/microwave/freezer door handles. -Use of dish washer/hot tap water and detergent to adequately clean pots/crockery/cutlery/kitchenware. 			

			<ul style="list-style-type: none"> -Minimise 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. 			
<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 prior to dining. -Pre-ordering off dinner menu in guest bedrooms avoids unnecessary menu handling/sharing. - Social distancing guidelines. -Hand sanitising/washing 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) 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 between staff & guests.</i>	Unrestricted.	<p>On arrival we have reduced 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 staircase (in front of the main entrance) with adequate opportunities to stand aside on half-landings and allow others to manoeuvre past. Priority will be given to guests descending the secondary 'inland' staircase. Signage will</p>	Manager	July 2020	

			explain that priority will be given to guests exiting the public rooms.			
<i>Staff Flow through the hotel</i>	<i>Risk of Covid to staff & Guests</i>	<i>Unrestricted</i>	<ul style="list-style-type: none"> -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. 	Hotel Manager & Staff	July 2020	
<i>Suspected COVID 19 case in hotel</i>	<i>Risk of Covid to staff & guests</i>	N/A	<p>SUSPECTED COVID-19 CASES IN THE HOTEL</p> <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. 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 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</p>	Hotel Manager & Staff will follow the latest guidelines available at that point in time.	July 2020	

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**. 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.

Hotel cleaning after a suspected contamination

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**.

Be aware that guidance can change, so always check the government sites if a case arises in your business.

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.

Bedrooms where there has been a suspected infection

Where there has been a confirmed or suspected infection, follow the latest Government advice.

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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 is that you can follow normal room cleaning regimes, as detailed above.

Public Areas

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.

If you can't isolate the room

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:

- Do not 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 steam when it leaves the machine.
- 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.
- 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 to date/current advice must be sought as and when required.</p>	Manager/Line Manager	July 2020	
<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.			
<i>Swimming Pool and Gym</i>	<i>COVID 19 spread to Staff & Guests</i>	Normally open and available to guests and gym members	The pool and gym will remain closed. When government guidelines allow us to open, we will risk assess.	Directors		

