

General Risk Assessment

The Pheasant Hotel, Harome YO62 5JG

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Date of next review: **December 2020**

Date assessment was carried out: **June 2020**

Risk Assessment Reference: **Covid-19**

People at risk: Staff, Guests (residents and non-residents), Suppliers, Contractors, Delivery Drivers and Vulnerable Groups – Elderly, Pregnant workers and those with existing underlying health conditions

<p>Hazard: Spread of Covid-19 due to uninformed staff</p>	<p>Who might be harmed and how? All in the People at Risk category above. Staff who are not fully aware or do not understand procedures and arrangements put in place to work within Covid-19 Government Policy could compromise arrangements and jeopardise the health of others.</p>				
<p>Control Measures:</p>					
<p>1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated regularly to reflect any changes in the official advice and guidance</p>					
<p>2. Every member of staff must be fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures put in place</p>					
<p>3. NHS and Public Health warning posters displayed throughout the premises</p>					
<p>4. Training and (where applicable) online training will be completed by each member of staff before returning to work</p>					
<p>5. All staff and guests will be temperature checked upon arrival</p>					
<p>6. Staff testing will be completed when and if possible</p>					

Hazard: Spread of Covid-19 in Food & Drink Preparation Areas	Who might be harmed and how? Guests and staff. Potential risk or transfer of virus through cross contamination				
Control Measures:					
1. Staff instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared					
2. Spills of food or liquids must be cleaned immediately, and work surfaces to be left in a clean and sanitised condition					
3. Regular handwashing before using these facilities					
4. Keep hands out of and not to touch food and waste bins as they may contain contaminated products, food or tissues					
5. All equipment used should be left in a clean condition and wiped after use					
6. Clean tea towels will be provided on a daily basis to ensure ongoing hygiene. Single use disposable towels also provided					
7. All cutlery, crockery and glasses will be washed via the dishwasher after every use					
8. A strict hourly cleaning schedule including disinfecting all food preparation surfaces and contact surfaces					
9. Ensuring all employees are working at a safe distance from each other, following the distancing guidelines set in place by the government					

Hazard: Vulnerable employees	Who might be harmed and how? Guests and staff. Vulnerable employees with existing health conditions are at a higher risk of contracting Covid-19, which may have a significant increased adverse effect on their health and wellbeing.				
Control Measures:					
1. In accordance with Government policy, staff who are in the vulnerable and high-risk categories will either work from home or are furloughed					
2. Staff living with family or household members in high risk or shielding categories have been instructed to inform management before commencing work. Decisions on home working or furlough in accordance with Government policy are taken on a case by case basis					
3. Staff who may come into contact with key or health workers will be identified to establish if it is safe for them to work					

Hazard: Spread of Covid-19 in communal areas – toilets, public rooms, stairs, reception etc	Who might be harmed and how? Guests and staff. Potential risk or transfer of virus through cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by Coronavirus and create a risk to health.				
Control Measures:					
1. Cleaning frequency throughout has been increased. Toilets and communal areas cleaned and sanitised regularly and the cleaning routine is of a higher specification					
2. Supplies of soap and sanitising agents provided and regularly topped-up at all hand washing stations. NHS and Public Health hand washing advice posters displayed					
3. Staff instructed to wash their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds					
4. Staff made aware that throughout the working day they must have an awareness of surfaces (toilets, taps, sinks, door handles, banisters, soap, and soap dispensers etc) and objects which are visibly contaminated with bodily fluids must not be touched, but reported to a manager					
5. When government guidelines allow use of the swimming pool, guests will book in advance to use the swimming pool. The pool, toilet and changing facilities will be thoroughly sanitised before and after use. Booking times will be staggered to allow for cleaning time.					
6. Routine cleaning of outdoor seating areas including chairs and tables, benches etc is in place					

Hazard: Deliveries	Who might be harmed and how? Staff. Delivery drivers pose a risk of bringing the virus on their person or on the product that they are delivering, therefore there is a risk of transmitting the virus through contact				
Control Measures:					
1. We will set up an external area to accept deliveries, therefore eliminating the need for drivers to enter the building					
2. We will request deliveries from our suppliers to be delivered within a certain time frame on a specific day, to allow us to control the situation and ensure a nominated team member is available to meet them at the external station					
3. All deliveries will be wiped down and sanitised at the external delivery area, before being moved into the building					
4. Distancing from drivers will be maintained in line with current government guidance					

Hazard: Spread of Covid-19 due to contact with others	Who might be harmed and how? All in the People at Risk category above. Potential risk of transfer of virus due to close contact with other persons. Staff working on the premises and guests visiting may be at risk of exposure to other members of staff or visitors who are carrying Coronavirus, knowingly or unknowingly. Staff would usually make multiple visits to guests with regards to service of food and drink. To protect both staff and guests, we will reduce this contact and limit the number of visits to a guest as much as possible to reduce the risk of contracting the virus.				
Control Measures:					
1. Staff instructed that meetings in enclosed spaces should only be undertaken when absolutely essential for business needs and kept as short as possible					
2. Staff using any area of the hotel for meetings, are instructed to follow Government advice and maintain the appropriate social distancing measures. This rule applies to any meetings with clients or visitors					
3. Staff must avoid any physical contact with guests, contractors and visitors, such as handshakes, hugs, etc; and to give a polite explanation of this policy if required					
4. Staff will limit contact time with guests as much as possible					
5. Employees will follow strict hygiene rules and ensure that they wash their hands following contact with guests					
6. Staff must avoid close face-to-face contact and touching colleagues as 3 above and follow as far as possible the government guidance with regards to social distancing					
7. Capacity of the bar, conservatory, dining room and lounge for guests will be reduced with tables and chairs suitably distanced according to government guidelines					
8. Checking-in times will be pre-booked and staggered to limit the number of arrivals at any one time					
9. We will limit the maximum capacity tables in the restaurant, conservatory, bar, lounge and terrace to adhere to government guidelines on social distancing					
10. A room service menu offering drinks, snacks and pre-advised lunch/dinner is available					
11. Dining times will be pre-booked and designated tables in the bar, lounge or on the terrace can be reserved for pre-lunch or dinner drinks. Outdoor dining will be offered where possible and distancing rules will be followed with regards to spacing of tables					
12. Single use disposable menus and wine list will be available in the bedrooms and pre-orders are preferable					
13. Booking times taken for breakfast service to ensure spacing is correct. There will be no continental buffet laid out but it can be ordered in advance along with the cooked choices					
14. Toilet facilities will be limited to one guest at a time. Each toilet will be lockable from the inside					
15. Pre-booked private dining will be available for large groups booking a whole space according to distancing guidelines					
16. When taking payments, guests are required to pay by contactless using smartphones with Apple Pay, Google Pay or similar. Cash payments will					

no longer be taken. If a card machine is used, it will be disinfected between each guest, staff will wash their hands prior to use				
17. Employees will wear masks or face coverings and gloves when necessary, ensuring to follow strict health guidelines identified by the Government				

Hazard: Workstations, IT and telephone equipment	Who might be harmed and how? Staff. Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.			
Control Measures:				
1. Staff are instructed to ensure that their workstations, IT and telephony equipment, such as keyboards, screens, phones, music systems and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners that do not damage equipment are provided				
2. Telephone equipment and workstations must be deep cleaned at the end of each working day				
3. Staff instructed not to share phones, head sets and personal mobile phones with others to prevent accidental cross contamination				
4. Staff are required to have consideration for housekeeping staff with regards to discarded tissues, wipes, food, etc. to prevent housekeeping staff being accidentally contaminated				
5. We will be unable to provide a cloakroom service. Coats, scarves and other outdoor items will not be stored for guests.				

Hazard: Cleaning and hygiene	Who might be harmed and how? Guests and staff. Inadequate cleaning, insufficient hygiene standards and poor personal hygiene all pose a risk of spreading infection			
Control Measures:				
1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, toilet handles, metal chairs, buttons, switches, etc).				
2. Suitable disinfectant and sanitising cleaning products are used by the housekeeping team				
3. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the building				
4. Staff are required to report anything contaminated or spilt that requires cleaning				

5. Check in time for guests will be staggered and moved later if necessary to allow a more thorough clean of the bedrooms				
6. All guests will have their temperature checked on arriving at the hotel				
7. Staff will have their temperature checked on arriving for their shift				
8. The importance of good personal hygiene has been explained to all staff. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean				
9. Staff instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash hands with soap and water for at least 20 seconds. Soap and gels are provided				
10. Staff instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container				
11. Staff instructed that disposable tissues, should be used when coughing and or sneezing. Used tissues to be bagged and put into a bin or flushed down the toilet				
12. Staff instructed to clean uniforms regularly and at a temperature above 60 degrees with a laundry sanitising agent				
13. Upon arriving on site, all staff must keep personal belongings in the changing room lockers to avoid bringing the virus into the premises through cross contamination				

Hazard: Waste	Who might be harmed and how? Guests and staff. Ill-health as a result of the transfer of Coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).			
Control Measures:				
1. Waste bins are provided at employee desk areas, in the ladies and gents cloakrooms, all bedrooms, bathrooms and within kitchen areas. They will be emptied daily.				
2. Staff instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues				
3. Staff instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, preferably bagged, or flushed down the toilet				
4. All recycling and waste bins will be emptied regularly by contractors				
5. Staff are required to have consideration for housekeeping staff with regards to discarded tissues, food, etc. to prevent housekeeping staff being accidentally contaminated				

Hazard: Covid- 19 infection or outbreak	Who might be harmed and how? All in the People at Risk category above. If it is discovered that a member of staff or a guest is infected whilst on the premises, there is a high risk of transmission of the virus and contamination of the environment.				
Control Measures:					
1. All of the staff training, policies and procedures in place will reduce the risk of this happening					
2. If an infection does occur on site the person infected must be immediately sent home and instructed to follow Government "stay at home and self-isolation" guidance. If it is a guest staying or dining, then their entire party would need to leave immediately					
3. If it is an emergency and this person has breathing difficulties and their life is at risk then the emergency services must be called using 999					
4. Using the correct PPE, all surfaces and touch points that this person has contacted must be immediately cleaned and disinfected. Hands must be washed thoroughly following the cleaning procedure					
5. Where a residential guest is unable to check out, they must remain in their room until assistance arrives. A telephone is available in the room if the guest should require food, drink, or help while waiting. No housekeeping services will be offered while the guest is present					
6. If the fire alarm sounds, normal evacuation procedures will be followed, and the infected guest would be isolated from other guests at the fire assembly point					
7. When a case is confirmed or suspected, following the departure of the guest or staff member, the specific government guidance will be followed which details how to deal with cleaning thoroughly and safely in order to keep the hotel open. If this is not possible appropriate measures will be taken to close					