

Risk assessment for the control of the spread of Covid-19

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<u>The Hazards</u>	<u>Who may be harmed</u>	<u>Controls required</u>	<u>Controls implemented</u>	<u>Actioned</u>	<u>Done?</u>
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<p>Spread of Covid-19</p>	<ul style="list-style-type: none"> - Guests - Owners - Cleaners - Contractors - Delivery drivers - Casual callers 	<p>Social distancing in accordance with Government guidelines currently 2 metres apart</p> <ul style="list-style-type: none"> - take measures to ensure that all visitors and guests maintain the required distances at all times <p>Hand washing</p> <ul style="list-style-type: none"> - Provide hands free sanitiser in reception and provide multiple hand sanitisers in public areas and in all guest bedrooms; minimum 60% alcohol content - Encourage and educate all visitors to use the facilities provided. - Educate on correct hand washing <p>Pre arrival procedure</p> <ul style="list-style-type: none"> - Ensure contact with guests prior to arrival - Explain and educate guest on the procedures and measures taken - Check whether guests have been 'unwell' or been in contact in the last 14 days <p>Arrival procedures,</p> <ul style="list-style-type: none"> - Give clear and accurate arrival times - Check-in to be room by room and not in groups. - Maintain social distancing - Eliminate staff contact with guest luggage 	<p>Clear signage provided in all guest areas</p> <p>E-mail guests prior to arrival to inform expectations and protocol</p> <p>Educate on arrival and throughout</p> <p>Reduce number of rooms to 3 rooms only</p> <p>Hands free sanitiser and signage provided in reception; additional hand sanitiser throughout CH</p> <p>Clear guidance on the use of facilities provided at guest arrival and a clear method statement displayed</p> <p>Signage to demonstrate handwashing technique displayed in each bedroom</p> <p>E-mail the guest prior to arrival to explain the Covid – 19 procedures in place at Cambridge House and a simple health status questionnaire.</p> <p>Registration details of every guest, if not single party, obtained by email prior to check in</p> <p>Guests to remain in their cars or if on foot maintain social distancing until invited to enter property</p> <p>Guests to use hand sanitiser</p> <p>No written guest registration</p> <p>Guests to carry their own luggage to their room.</p> <p>Guests are not shown to their rooms</p>		
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	<ul style="list-style-type: none"> - Guests - Owners - Cleaners - Contractors - Delivery drivers - Casual callers 	<p>Reception area</p> <ul style="list-style-type: none"> - Maintain social distances - Reduce possible touching surfaces - Remove multi-use items which are difficult to disinfect - Remove the need to register <p>During guest stay</p> <ul style="list-style-type: none"> - Ensure that guests are fully aware of the procedures in place for safe distancing - Check and ensure that guests do not use common areas with other guests - Ensure guests respect social distancing - Ensure guests are aware of the location and expected use of hand sanitisation points <p>Ensure guests avoid unnecessary contact with surfaces</p>	<p>Only one room at a time to be in reception at the time they stated on pre- arrival email</p> <p>Guests with cold or flu like symptoms will not be allowed to stay.</p> <p>Face masks to be worn by staff</p> <p>No registration sign-in</p> <p>All multi use items removed, pens, registration cards, umbrellas, walking poles, guides, leaflets, torches</p> <p>Boots and walking equipment to be stored in guest cars if available or bedrooms if not.</p> <p>Outdoor shoes to be removed in reception and taken to guest rooms.</p> <p>Method statement provided in guest bedrooms.</p> <p>No room servicing during guest stays of 3 days or less but on request for longer stays and when guests are out.</p> <p>Guest anti-virus wipes provided</p> <p>Request for any hospitality or additional items for the room to be noted either verbally or order slips from bedrooms to be completed and posted in the box in the hall</p> <p>Signs reminding guests of safety procedures to be displayed throughout CH.</p>		
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	<ul style="list-style-type: none"> - Guests - Owners - Cleaners - Contractors - Delivery drivers - Casual callers 	<p>Dining room and breakfast service</p> <ul style="list-style-type: none"> - Maintaining social distancing - Reduce transmission of pathogens - Remove any possible contact points and cross contamination - Reduce the contact with other guests with specific times for service - Pre order only - Limit guest use of common facilities <p>Guest areas in multiple use, conservatory and lounge.</p> <ul style="list-style-type: none"> - Maintain social distancing - Provide suitable hand sanitisers - Remove possible contact points - Limit guest use of common facilities 	<p>Use of hand sanitiser on entry Breakfast to be pre-ordered by completing forms in guest bedrooms and posting in the box in the hall. Single use menus in guest rooms. Breakfast to be served in 'sittings', one room at a time unless a group booking, at a given time. No buffet service. Paper napkins, wipe clean tablecloth which is disinfected and set for each guest. Chairs to be cleaned after use and a different chair used for each sitting. Individual condiments provided, no communal items. All crockery, cutlery and glasses to be washed by dishwasher at a high temperature.</p> <p>The conservatory and guest lounge may not be available and will only be used by same party groups or single room pairs and either or not both and all contact surfaces disinfected between each group and floor vacuumed and disinfected. All books, games, cushions and small contact items removed Drying room, boot store and guest W/C's closed and no guest laundry service.</p>		
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Bathrooms

- Limit possible exposure to infection
- Remind guests of correct hand washing procedure

Guests to tie bin bags closed at check out
Guests to strip bed and 'bag' all laundry items in bags provided

Guest toiletries removed between room changes, disinfected and left for 72hrs

Signs to remind guests of the correct hand washing procedure

Towels and mat to be provided and only changed on request for stays of more than three days

Towels and mat to be placed in laundry bag provided by guests at check out

All surfaces to be cleaned with cleaner conforming to BS EN 14476 at changeover including, light pull, flush handles, taps, sink and bath

Floor to be steam cleaned between guests at changeover

Single use PPE to be used by staff when cleaning after check out.

<p>Spread of Covid-19</p>	<ul style="list-style-type: none"> - Guests - Owners - Cleaners - Contractors - Delivery drivers - Casual callers 	<p>Guest check out</p> <ul style="list-style-type: none"> - Ensure all guest belongings are removed by guests to their car, taxi or public transport - Minimise card payments by guests using the card machine - Reduce staff contact of items in rooms and contact with laundry items. <p>Staff safety</p> <ul style="list-style-type: none"> - Cleaning rooms - Interaction with guests - Guest registration and welcome - Breakfast service 	<p>Guests to leave room key in the room or door. Room key to be disinfected between guests</p> <p>Guests asked to carry their own luggage</p> <p>Guest asked to strip their beds, pillow and duvet and place bed linen and towels in the laundry bags provided</p> <p>Guests to tie closed room bin bags</p> <p>Payment by BACS prior to arrival if possible</p> <p>Minimise use of card machine and disinfect after use.</p> <p>PPE gloves, facemask, disposable aprons when cleaning, one set per room clean; removed and disposed of correctly</p> <p>Short sleeves worn for hygiene and no watches or jewellery</p> <p>Minimal face to face contact with guests</p> <p>Guests to carry own luggage</p> <p>Maintain social distancing principles at all times</p> <p>Frequent handwashing after contact with front of house and use of hand sanitiser</p> <p>Serve breakfast with gloves, apron and mask while maintaining social distancing</p> <p>No afternoon tea service in the communal areas</p> <p>No alcohol or soft drinks service</p> <p>No laundry service or boot cleaning</p>		
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	<ul style="list-style-type: none"> - Guests - Owners - Cleaners - Contractors - Delivery drivers - Casual callers 	<p>Guests falling ill during stay</p> <ul style="list-style-type: none"> - Possible cross infection to other guests and staff <p>Guests who fall ill within 7 days of leaving Cambridge House</p> <p>Cleaning protocol</p> <ul style="list-style-type: none"> - Thorough deep clean of guest areas daily - Repeated disinfecting of high contact points e.g. door handles and hand rails. - Daily kitchen clean before breakfast service - PPE for staff - Provide cleaning substances that are antibacterial, anti-viral and effective against Covid-19 and bacteria, - Effective cleaning between guests' departure and arrival following guidelines - Allow an empty period in rooms between guests whenever possible 	<p>Guests who fall ill with Coronavirus symptoms will be expected to follow government guidelines at the time. Other guests will be notified Guest room locked down for 72 hours then deep cleaned.</p> <p>Guests will be asked to notify us if they become ill after leaving CH so that we can notify guests and take appropriate action.</p> <p>PPE single use gloves and aprons. Face masks and face shields as appropriate. Disposable single use, cleaning cloths or paper towels to wipe surfaces Cleaning fluids which meet BS EN 14476.</p> <p>Recorded regular disinfecting of high traffic areas, such as doorbells, door handles, tables, chairs and banister handrails.</p> <p>Floors vacuumed and disinfected Soft furnishings e.g. chairs and curtains to be vacuumed and sprayed with antiviral disinfectant.</p> <p>Guest rooms cleaned and all cleaning materials and PPE used for a single room only and not transferred to another room but put in a bin bag and secured in the room before being transferred to the outside bin.</p>		
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	<ul style="list-style-type: none"> - Guests - Owners - Cleaners - Contractors - Delivery drivers - Casual callers 	<p>Staff training</p> <p>-Ensure that all staff are familiar with the government guidelines and follow the protocol to reduce transmission of pathogens and the incidence of Covid-19</p> <p>All staff keep up to date with information and protocol</p>	<p>Hand contact surfaces to include: Light switches, bedside tables, dressing tables, all handles, hair dryer handles, skirting boards, kettle handle and lid.</p> <p>All bed linen including duvet protectors and pillow protectors to be removed and bagged by guests and left in guest rooms.</p> <p>All linen to be washed at 60C+</p> <p>Pillows to be washed or rotated to ensure 72 hours between guests.</p> <p>Bathrooms cleaned at changeover using BS EN 14476 cleaning fluid.</p> <p>Bathroom floors to be steam cleaned.</p> <p>Kitchen floor steam cleaned</p> <p>Hard surfaces, work tops, handles disinfected with BS EN 14476 twice daily and prior to breakfast service</p> <p>Hospitality Industry Training 'Principles of Infection Control' completed 10/06/2020 by Sheila. Information passed on to other staff.</p> <p>Staff to follow government and industry guidelines and check with current information from WHO, UK government and UK hospitality industry</p>		
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	<ul style="list-style-type: none">- Guests- Owners- Cleaners- Contractors- Delivery drivers- Casual callers	<p>Deliveries</p> <ul style="list-style-type: none">- Limit possible infection from external sources. <p>Staff falling ill</p> <ul style="list-style-type: none">- Control transmission of virus	<p>Accept deliveries only via roadside kitchen door and not through any area used by guests</p> <p>At the first signs of feeling unwell, Cambridge House will close and all guests will be asked to leave immediately and advised to follow the current government advice on self-isolation.</p>		
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