

COVID-19 RISK ASSESSMENT
TRIMSTONE MANOR COUNTRY HOUSE HOTEL & SELF CATERING COTTAGES

Staff Safety

Staff must not come to work if they have symptoms of coronavirus or live in a household where someone has coronavirus. Your staff need to be regularly briefed and offered training to ensure that the guidelines are implemented.

Staff return and fitness to work

A return to work conversation, before re-opening, to ensure doing so would keep themselves, their families and other staff safe.

Hand washing

Proper hand washing is vital to the reduction of transmission and should be done at regular intervals. Hand sanitiser, if used needs to be anti-viral with a high alcohol content.

Staff protection

- Frequently touched items in staff areas should be regularly disinfected with staggered timings for break areas
- Disinfect shared items such as keyboards before and after use
- Maintain social distancing at lunch or smoking breaks

PPE

Provision and use of protective clothing and equipment for staff will be entirely compliant and in line with Government and PHE guidance.

Training

Training given to ensure that all staff understand the new risks. To include details on a minimum of 1m social distancing, routes of transmission and the importance of hand washing and surface disinfection at key times. All staff to be instructed about not coming to work if they have a fever, new cough or loss of taste or smell. They should stay at home for seven days (or for as long as prevailing guidance dictates).

If staff develop symptoms when at work

- They must be sent home and must follow Government 'stay at home' guidance.
- Using gloves and a disposable apron, clean and disinfect any touch points that may have been contaminated by the infected person as soon as possible. Wash your hands after removing PPE.

Staff working in the hotel kitchen

- As much as possible, **social distancing of a minimum 1m** should be observed which may require planning and rearranging.
- Examples include one person at a time is allowed in the store cupboard.
- Regular cleaning of frequently touched areas which could include, but not limited to appliance switches, door handles, fridge/freezer handles etc

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Main Entrance and Reception

- Hand sanitiser available at the front door of the main entrance
- Increase signage so guests know what is expected of them.
- Make sure hand sanitiser is available to staff and guests.
- Social distancing should be observed wherever possible.
- Pre-check in via email and settling bills remotely as opposed to the guest signing documents / using the chip and pin machine. If essential, staff should step back. Pens and card machines should be disinfected before the next guests, and staff should sanitise their hands. Promote contactless, discourage cash.
- If staff help guests with luggage, they should maintain the required social distance apart from guests, staff should wash their hands or use a hand sanitiser afterwards.
- Keys will be in the door of the room ready for the guest's arrival.

Housekeeping

- Housekeepers should use full PPE supplied, wash hands regularly or use hand sanitiser where this is not possible, as there is a risk of contamination/transmission from surfaces, linen and towels.
- Room cleaning shall be undertaken in the absence of the guest, unless it is difficult for the guest to leave the room (e.g. due to mobility constraints) whereupon social distancing shall be observed.
- The frequency of cleaning, requirement for the guest to vacate the room and any other relevant criteria shall be communicated appropriately, including in pre-arrival communications.
- Hand contact surfaces should be disinfected. Make a check list of all the touch points which could include, but is not limited to, remote controls, light switches, handles and hair dryers.
- Glasses and crockery should be removed and washed in a dishwasher not the room sink.
- Laundry must be handled wearing gloves and placed in bags as per Laundry Service instructions.

Swimming Pool /Gym/ Sauna / Games room

All facilities are open, with the correct cleaning procedures adhered to on a daily basis. Sanitiser and antibacterial wipes are provided for guest to use before and after use. Changing rooms will be closed and guests are advised to use their own accommodation to change in. The swimming pool is to be used at the guests discretion, within their family/bubble.

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Fire Alarm Procedure

- If the fire alarm sounds, normal evacuation procedures should be followed, but the guest are to adhere to the minimum of 1 metre distance rule at the assembly point.

Breakfast, Lunch and Evening Meals

- Ensure the maximum number of people based on social distancing requirements is calculated and never exceeded. Where queues may form or within waiting areas, measures must be taken to maintain the minimum distances.
- Consider staggered time slots
- Signage should denote one-way systems, remind customers to use hand sanitiser at the entrance and maintain social distancing including floor distance markers and barriers where applicable.
- Social distancing should be maintained between customers at different tables.
- Public toilets should be regularly monitored to ensure compliance with social distancing requirements and regularly disinfected, though guests should be encouraged the use their hotel room toilets wherever possible.

Hotel cleaning after a suspected contamination

Bedrooms - do not allow anyone to enter the room for 72 hours to significantly reduce the risk of the virus surviving on surfaces including soft furnishings which can't be disinfected easily. If you do this, current UK Government guidance is that you can follow normal room cleaning regimes, as detailed above.

If you can't keep the room unoccupied -

- Make sure housekeeping staff are protected with disposable gloves and aprons. Masks and eye protection may also be deemed necessary where there is evidence of bodily fluids.
- Don't shake laundry and bag up in double bags and leave for 72 hours before washing. Steam clean soft furnishings and mattresses.
- Using a disposable cloth, clean hard surfaces with warm soapy water, then disinfect with the disinfecting / sanitising products you normally use paying particular attention to frequently touched areas and surfaces.
- 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.

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Guest Journey	Controls
Pre-booking	Guests instructed on the COVID-19 Secure plan at the time of enquiry.
Pre-arrival	Sending a pre-arrival email explaining the new procedures. Health declaration to be completed prior to arrival.
Car Park	Encourage the use of the overflow carpark to avoid overcrowding in the main carpark. Possibly allocated parking at peak times.
Entering the business	Clear signage and hand sanitiser next to front entrance
Reception / check in	Pre check in advised with procedure explained to discourage use of reception area. Signage to let guests know to queue a minimum of 1m apart if guests enter the reception area.
Key allocation	Keys sanitised since last guest and placed in the door of the room ready for arrival of the guest
Journey to the room / corridors / stairs	Directions given to room rather than showing to the room.
Help with baggage	If requested the bags placed in room whilst guests wait in reception where safe to do so, hands washed afterwards
Bedroom	Check in form to be completed and left in the room by the guest. A welcome letter to explain new room servicing policy, and level of cleaning since room last used
Bathroom	Individual toiletries, to be disposed of on departure of guest
Tea tray / amenities	Simplify offering – e.g. tea and coffee, more to be provided on request.
Room cleaning / rubbish	Put a black bin bag in each room and ensure guests are aware their room will not be serviced daily ask for cups/ glasses etc to be left outside the room.
Breakfast offering	Breakfast to be booked prior to arrival. Tables allocated to guest ensuring social distance between guests.
Breakfast service	All food and drink to be taken to the table on request. This includes cereal and Juice. A small serving table will be placed at the appropriate distance to table at which the guests are sat.
Check out	The key to be left in the door of the room on departure. All payments to be made by card or bacs transfer.
Bar	No cash. A tab is to be used and added to the final bill which will be paid in full on departure. A minimum of 1 metre distance at all times within the lounge bar area.

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Staff Journey	Controls
Before returning to work	Contact all staff, check they are not suffering from any symptoms and discuss mode of transport. If it is by public transport, face masks must be worn.
Pre-arrival	Ensure staff think about limiting contact with other people on route to work.
Arrival / offices / staff areas	Staff to wash hands on entering, all housekeeping staff to wear appropriate PPI clothing
Training	Ensure all staff are trained in any new procedures and able to answer guests' queries
Kitchen areas	Check staff can remain a minimum 1m apart where possible and extra opening/closing cleaning procedures in place
Food storage areas	Only one person to enter at a time. Frequent cleaning of handles and shelf frontages
Work benches / tables	Wipe down of all work areas in between staff changes.
Equipment	Equipment to be wiped or washed before and after use
Outdoor areas	Staff to remain a minimum 1m apart in the smoking area and whilst on breaks
Deliveries	Deliveries to be dropped off and driver left before staff handle delivery, care not to cross contaminate
Front of house	Staff to take orders from a minimum 1m distance where possible and place food on a table next to diners
Toilet use	Staff toilets to be limited to one person and sanitised in between use particularly all touch points
Interaction with customers	Staff to be aware of social distancing at all times, masks to be worn where this is not possible
Interaction with work colleagues	Staff to keep a minimum 1m distance wherever possible and sanitise their work area at the end of their shift
Feeling unwell	Staff should advise their manager immediately if they feel unwell or have any known C-19 symptoms