

Assessment Details

QT Reference No:		Date:	10 th June 2020				
Business Name:	The Grange at Osborne		Address:	Osborne, Sherborne, Dorset, DT9 4LA			
Insurance Certificate:	Y	Gas Safety Certificate:	Y	Fire Risk Assessment:	Y	Carbon Monoxide Detectors:	y

Completion Guide

The example below demonstrates how this Risk Assessment works. Give the Severity (S) and Likelihood (L) a score based on the table below. Multiply (S) by (L) to create a risk score (R). Score each job hazard rather than each control measure.

Severity (S):	6 Multiple Death	5 Single Death	4 Major Injury	3 Lost Time Injury	2 Minor	1 Delay
Likelihood (L):	6 Certain	5 Very Likely	4 Likely to Happen	3 May Happen	2 Unlikely to Happen	1 Very Unlikely to Happen

The figures will give a risk score between **0** and **36**:

0-10 low risk (Green), **11-20** medium risk (Amber) and **21-36** high risk (Red).

Focus should be placed on any high risk areas and where risk can be mitigated.

Job Hazard Exposure / Detailed Hazard	Possible Harm and Effects	Existing Control Measures	Recommended Controls / Information (In Priority Order)	S	L	R
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Staff Training

All staff will be trained on:

- Importance of fitness to work. They will be asked to sign a document to agree to this.
- Touch point sanitisation. Including the importance of the 1 minute dwell time when cleaning.
- Colour coded cleaning materials.
- Correct use of Stabilised Aqueous Ozone (SAO) dispenser.
- Correct sanitisation procedure using SAO, including the mist spray and 1 minute dwell time.
- The importance of Social distancing, guest to staff, as well as staff to staff.
- Hand washing and gel sanitising
- Correct use of gloves, masks and aprons.
- Staff are not allowed to enter guest rooms when they are present in the room.
- How fresh air is important in combating CV.
- Managers will monitor the cleaning techniques and standards.

All training to be logged.

Person to person check in / out contact during COVID-19 pandemic reception team and guest	Becoming infected with COVID-19 and further spread the infection	<p>Pre-arrival communication sent to guests, where possible:</p> <ul style="list-style-type: none"> • Capturing address, tel no and car reg; • asking them not to travel if unwell; • explaining check in process; • explaining other changes to hotel's normal operations. • If not possible to email guests, they will be offered the information via WhatsApp, email or a printed pack on check in. <p>Limiting time spent at reception by:</p> <ul style="list-style-type: none"> • Online check-in via Upsell guru. Guest will only need to answer a few questions and pick up their key. • Guest will be sent arrival communication by WhatsApp, email or print with menus, guest directory etc. • Removal of guest chairs • Express check out is mandatory; physical check-out will only be available under special circumstances. Guests without email addresses will have their 	<p>Health questionnaires sent out to all guests prior to arrival</p> <p>Ensure the reception team members have signed a fit for work document</p> <p>Send out a clear and concise email stating arrival instructions and why these are in operation also stating what facilities are open (helps to manage guest's expectations and minimise complaints)</p> <p>Ensure the health & safety of the reception team and guests by:</p> <ul style="list-style-type: none"> • Ensuring all reception and back office areas have regular robust cleans adhering to a cleaning schedule • Social distancing measures are in place for both staff members and guests • Hand sanitiser available to both staff and guests within this area • Minimising guest numbers in the reception at any one time (staggered check in/out times if possible) 	2	1	2
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		<p>room bills delivered to them the night prior to check out.</p> <p>Physical barrier – plexiglass screen installed at reception desk. Hand sanitiser available at reception. Touch point sanitisation program for all common touch points and desk sanitised between guests. IT equipment sanitised between shifts. Card payment only. Only one receptionist is ever on duty at one time Signage to allow SD queuing at reception. Staff trained in correct procedures Staff to wear gloves if showing a guest to room or assisting with luggage. Lost property: only high value items are kept. Stored in a bag, dated and labelled.</p>	<ul style="list-style-type: none"> Place clear shielding screens if possible on reception desks Express check in. Have the guests check in paperwork and key/key card in an envelope ready for the guest (set up as per a conference check in) Email guest invoices Card payment only Dedicated phone line for in house guest queries and maintenance / housekeeping reporting Express checkout system in place 			
Public usage and cleaning of public areas / corridors within the hotel	Becoming infected with COVID-19 and further spread the infection	<p>Touch points sanitised three times each day, sign sheets are in place. Include door handles, push plates, light switches, hand rails etc.</p> <p>Circulations doors, where possible have been fitted with electro-magnetic hold back devices. Noted in FRA.</p> <p>Duty manager to check cleaning work</p> <p>SD reminder signs around corridors and public areas.</p> <p>Staff trained in touch point sanitisation.</p> <p>Staff to wear gloves and mask when sanitising.</p> <p>Clear signage to indicate which areas are open or closed.</p> <p>When allowed to open, public areas will have furniture removed to ensure SD;</p>	<p>Ensure cleaners / housekeepers have signed fit for work documents</p> <p>Ensure clear signage explaining social distancing requirements to guests</p> <p>Ensure staff are briefed and trained on the importance of social distancing</p> <p>Remove furniture to ensure guests can social distance</p> <p>Ensure a robust cleaning schedule is in place specifically for public areas, closing the area for cleaning on a regular basis</p> <p>Ensure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties</p> <p>Introduce a training programme with all the housekeeping teams to ensure knowledge and skills of cleaning requirements</p> <p>Monitor the cleaning standards</p>	2	1	2

			<p>Perform a deep clean of these areas at night</p> <p>Remove electrical devices, TVs, radios etc</p>			
Public usage and cleaning of public toilets within the hotel	Becoming infected with COVID-19 and further spread the infection	<p>Air dryers disabled and paper towel dispensers fitted.</p> <p>Touch points sanitised three times each day, sign sheets are in place.</p> <p>Staff to wear gloves and mask when cleaning WCs.</p> <p>A sanitising cleaning spray and supply of paper towels will be placed in each cubicle and by wash-hand basins, allowing guests to use themselves, should they wish to.</p>	<p>Suspend the use of air dryers and towels in all toilets replace with paper towels and a lidded bin for these to be disposed in</p> <p>Ensure a robust cleaning schedule is in place for the public toilets</p> <p>Use a cleaning checklist and leave in the public toilets for transparency</p> <p>Ensure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties</p> <p>Provide a training programme with all the housekeeping teams to ensure knowledge and standards of cleaning requirements</p> <p>Monitor the cleaning standards</p> <p>Have cleaning in progress signage</p> <p>Perform a deep clean of these areas at night</p>	2	3	6
Use of lifts by both guests and staff	Becoming infected with COVID-19 and further spread the infection	No lift at hotel.				
Cleaning guest bedrooms	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Contaminated accommodation / spread of COVID-19</p>	<p>All non-essential items have been removed from rooms.</p> <p>'Daily Cleans' are no longer provided except on request, and only then when the guest is not present.</p> <p>Windows to be opened as soon as possible after a guest departs.</p> <p>PPE when cleaning a depart:</p>	<p>Ensure cleaners / housekeepers have signed fit for work documents</p> <p>Do not enter the bedroom when the guest is in the room</p> <p>Suspend stop overs / refresh cleans and turn-down services.</p> <p>The housekeeper has filled out the fit for work document</p>	2	2	4

		<ol style="list-style-type: none"> 1. Housekeeping staff will be required to wear gloves, mask and apron when 'stripping' a room. 2. They will doff their gloves and apron and dispose of them. The mask remains on. 3. They will don new gloves to clean the room <p>Cleaning protocol developed by Tersano for use of and sanitisation with SAO.</p> <p>Rooms sanitised in a clockwise direction so as to reduce risk of areas being missed.</p> <p>Laundry bagged in room, without touching floor or other surfaces first.</p> <p>Mugs and glasses to be cleaned in commercial dishwasher. Sufficient stocks of both allow for this.</p> <p>Housekeepers to work alone.</p> <p>Full training will be given on the above to all housekeeping staff.</p> <p>Sanitised room to be 'sealed' using stickers and not entered into without management authorisation.</p>	<p>Ensure all housekeeping staff are trained in the use of, and provided with the correct PPE to carry out their room cleaning duties</p> <p>Provide a training programme with all the housekeeping teams to ensure knowledge and standards of room cleaning requirements Monitor the cleaning standards</p> <p>Have cleaning in progress signage</p> <p>All cleaning / maintenance schedules are adhered to and documented accordingly</p> <p>Dirty linen to be placed into linen bags immediately NOT placed on the floor in the bedroom or corridor speak with the laundry company to increase linen bag numbers and have some dissolvable red bags for infected linen</p> <p>All mugs and glasses are replaced NOT washed in the room (all mugs/ cups, saucers and glasses need to be ran through a dishwasher)</p> <p>Lone working for the housekeeping staff to adhere to social distancing</p> <p>Any maintenance issues to be resolved after the housekeeper has left the room</p>			
Infectious outbreak within a hotel bedroom	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Contaminated accommodation / spread of COVID-19</p>	<p>In the event of a guest becoming unwell with Covid-19 symptoms</p> <ol style="list-style-type: none"> 1. Ask the guest to remain/go to bedroom and stay there. 2. Video call or call the guest to understand the circumstances. 3. Call manager/owners. 4. Offer assistance in calling medical assistance or relatives. 5. All public areas are immediately sanitised. 	<p>Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long</p> <p>Offer assistance with calling local doctors, 111 or the ambulance</p> <p>Inform all staff that the bedroom is in quarantine and do not enter Inform duty manager so all cases are accounted for if the situation becomes worse (reporting purposes for the EHO)</p>	2	2	4

		<ol style="list-style-type: none"> 6. Guests are asked to arrange travel home for quarantine. 7. If this is not possible, guest will have to remain isolating in hotel bedroom and; <ol style="list-style-type: none"> a. They will not be permitted to leave their rooms; b. staff members are not permitted to enter room, or come into contact with guest. Knock and leave for any deliveries, with staff wearing full PPE; c. collection of room service trays only after sanitisation with 1 minute dwell time and with staff wearing full PPE; d. consider if use of rooms near to isolation room is appropriate; e. additional room amenities are to be offered; f. rubbish stored for 72 hours being added to bins, 8. Move, or out-book any conflicting bookings. 9. After departure, room is to remain locked and fallow for 72 hours, following which the room will be sanitised fully. 10. Linen to be disposed of. <p>Tc & Cs need to include the charges that will be applied if a guest must isolate.</p>	<p>Place extra guest amenities, food if required, medicines if needed, linen and linen bags outside the guest bedroom... do not enter</p> <p>Place an emergency body fluid kit outside the for the guest to use in these circumstances</p> <p>Increase the number of times your public areas and toilets are cleaned immediately it becomes aware that you have a poorly guest inhouse following the cleaning schedules and staff requirements</p> <p>Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness</p> <p>Speak with the reception team to move the following booking from the room. If the hotel is full speak with other hotels to see if they can take the booking on your behalf</p> <p>Minimise contact with the guests on departure</p> <p>Leave the bedroom empty for as long as possible 72 hours ideally</p> <p>Contact a specialist cleaning company to professionally fog the bedroom</p> <p>Minimise contact with the guests on departure</p>			
Laundry procedures	Becoming infected with COVID-19 and further spread the infection	<p>Laundry Service Linen: Bagged in room. Stored and collected twice each week</p> <p>In House Linen: Put in colour coded plastic tubs before being brought into laundry room. Either laundered immediately at over 60°C or left in front of machines – ‘dirty area’</p>	<p>Minimise the contact with used bed linen and towels</p> <p>Use correct PPE when stripping beds</p> <p>Have the linen bag ready for the linen from that room only secure tightly</p> <p>Remove to the allocated cage immediately to minimise cross contamination</p>	2	1	2

			<p>Do not place used linen on the floor in the bedroom or corridor</p> <p>Keep dirty and clean linen separate</p> <p>Speak with your laundry company to supply more linen bags and to request more frequent collections to minimise the amount of used linen in the hotel</p>			
Deliveries	<p>Becoming infected with COVID-19 and further spread the infection</p>	<p>Relevant department to contact any suppliers and discuss any changes to routines.</p> <p>Delivery transfer area to be established at back door. Delivery driver to ring intercom bell for hotel staff member. Signage displayed so that procedure is followed and no delivery people enter hotel.</p> <p>Where possible, deliveries are to be mist sprayed with SAO.</p>	<p>Check with all your external delivery companies what their updated social distancing procedures are and how does that affect your business</p> <p>Less deliveries/ different time of deliveries</p>	1	1	1
Room service	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Not meeting customer expectation</p>	<p>General idea of the type of offering will be communicated in pre stay email.</p> <p>Exact menus and timings to be communicated to guest on arrival via WhatsApp, email or pack.</p> <p>Ordering via WhatsApp or bedroom telephone. WhatsApp messages replied to with ETA.</p> <p>Food covered for delivery</p> <p>Butlers stand used to deliver food, so as to ensure SD.</p> <p>Instructions left for guest to leave tray outside room.</p>	<p>Have a clear timed availability and menu in all rooms</p> <p>Have the correct equipment and procedure to deliver a professional room service</p> <p>Have these menu choices and ingredients available at times</p> <p>Give guests clear timings and procedures of arrival of their food</p> <p>Remember to collect the tray once the guest has finished</p> <p>Remember to charge to guests' room (no money to exchange hands)</p>	1	2	2

<p>Member of staff with symptoms</p>	<p>Spread of Covid-19 to staff and guests</p> <p>Contaminated accommodation / public areas.</p>	<p>In the event of a staff member displaying with Covid-19 symptoms:</p> <ol style="list-style-type: none"> 1. Supervisor to ask staff member to go home immediately. 2. Manager/Owner to be called. 3. Staff members work area to be sanitised immediately. 4. Arrange for cover of remainder of shift and upcoming shifts 5. Staff member to be contacted at home the following day, ideally by video call to ascertain condition. 6. Consider arranging a test for staff member. 		2	3	6
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