

The Preston Partnership t/a The Inn at Kings Barns

5 Main Street, Kingsbarns, KY16 8TA

Location: Hotel Rooms, Bar and Restaurant

Title : COVID Safe	Date of Assessment : 30/07/2020	Risk Assessor : Annette Preston
Risk Assessment Reference : KBCV1	People involved in making this assessment : Annette Preston	
Task/ Process : Ensure that the Hotel is COVID 19 safe for guests and staff	People at Risk : Employees, Members of the Public, New and Expectant Mothers	

Hazard : Operating during Coronavirus Pandemic Employees exposure to Coronavirus.
Control Measures:
1. Every member of staff has been fully briefed to ensure that that they are aware of the hazards and risks and understand the rules and procedures we have put in place.
2. All employees to maintain social distancing from other people at all times.
3. Where teamwork is required, teams do not work in groups larger than 2 - whilst always maintaining social distancing at all times.
4. Works planned to ensure that social distancing can be maintained at all times.
5. Basic hygiene followed (thoroughly wash hands before eating, drinking, smoking with soap and water).
6. Alcohol Hand wipes & / or Gels provided for teams as additional protection.
7. All employees briefed to wash hands thoroughly when gloves are removed.
8. Compliance team monitor government directives & then review this assessment where required following introductions of other required control measures.

Hazard : Contact with customers or clients Risk of infection being passed from contacts or with contaminated premises and equipment.
Control Measures:
1. Workforce instructed to maintain social distancing from other people at all times, wherever possible. If entry to premises is required they are instructed to ask whether anyone has been diagnosed with COVID-19 or has been required to self-isolate, and act accordingly.
2. Workforce instructed to avoid contacts who are coughing, show signs of difficulty in breathing or sweating/fever. If this occurs they are empowered to leave the premises.
3. Workforce instructed to clean their hands frequently, using an alcohol-based hand sanitiser that contains at least 60-95% alcohol, or to wash their hands with soap and water for at least 20 seconds.
4. Workforce instructed not to touch their eyes, nose or mouth, if their hands are not clean.
5. Workforce instructed that physical contact with clients, such as handshakes, hugs, etc are not to be undertaken.
6. Workforce instructed that where any client contact may have been made or surfaces touched or handled they must sanitise their hands.

Hazard : Failure to follow Government policies Will lead to the spread of coronavirus infection among our workforce and anyone they come into contact with.
Control Measures:

1. The Government's COVID Act and associated Regulations and Orders have set a framework to prevent the spread of the virus. We have developed procedures and arrangements to work within those rules and guidance.
2. Our arrangements and procedures are reviewed daily in the light of additional government guidance as published at gov.uk/coronavirus.
3. We continue to operate because the service we provide falls into the Government's category of essential activities.
4. None of our workforce are in the vulnerable or at-risk categories. Where we are aware of this to any of our employees they will be working at home if that is possible, if it not they will be furloughed.
5. Staff with family members in at risk categories or believe their circumstances to have changed have been instructed to inform their management team without delay. Decisions on home working or furlough in accordance with Government policy are taken on a case by case basis.

Hazard : Uninformed workforce Uninformed staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.

Control Measures:

Hazard : Travel to and from work Risk of the spread of infection from vehicles and during travel.

Control Measures:

1. Public transport will only be used where absolutely essential. Workers instructed on avoiding contact with surfaces, distancing and hand washing as per Government policies.
2. Workers who use their own vehicles have been advised to ensure that surfaces and controls are routinely sanitised.
3. Markings on ground and doorways to guide staff coming into or leaving the building.
4. Additional handwashing facilities have been placed at entry/exit points.

Hazard : Reception Areas Potential for cross-infection and reduction of social distancing – direct contact with guests.

Control Measures:

1. All guests are e-mailed or phoned prior to arrival to confirm specific arrival instructions and arrangements in place.
2. Staggered check-in/out times to minimise the number of guests in the reception at any one time.
3. Floor markings in place to highlight social distance requirements.
4. Shielding screens placed on reception desks.
5. Guests are requested to pay using card payments where possible.
6. Signage in place around reception area explaining social distancing and hygiene requirements on premises to guests.
7. Furniture removed or adjusted to ensure guests can socially distance.

Hazard : Personal hygiene Inadequate personal hygiene standards pose a risk of contracting the infection and cross contaminating and surfaces.

Control Measures:

1. Where on site washing facilities are not available, use hand sanitizer gels or anti-bac/anti-virus wipes.
2. Workforce instructed to clean their hands frequently, using a hand sanitiser containing at least 60% alcohol, or to wash their hands with soap and water for at least 20 seconds. Sanitiser has been provided.
3. Workforce instructed not to touch their eyes, nose or mouth, if their hands are not clean.
4. Workforce instructed that a disposable tissue, should be used when coughing and or sneezing then put into bag and binned or pocketed until that procedure can be followed.
5. Workforce instructed that any potentially contaminated clothing and or personal protective equipment should be taken off and placed in a suitable plastic bag or container for appropriate action.

Hazard : Food Preparation Areas Potential risk or transfer of virus through cross-contamination.

Control Measures:

1. Only authorised employees are allowed within food preparation areas.
2. Kitchen staff minimising interaction with other workers, including when on breaks.
3. Kitchen staff are allocated into teams to restrict the number of workers interacting with each other.
4. Spacing workstations apart as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens.
5. Floor markings in place to highlight suitable social distance.
6. Contact minimised at 'handover' points with other staff, such as when presenting food to serving staff. No direct contact between employees.

Hazard : Bar Areas Potential risk or transfer of virus through cross-contamination.

Control Measures:

1. Floor markings, signs and tapes positioned to direct guests and maintain social distancing.
2. Shielding screens placed in front of till / serving area.
3. Barriers and/or reversed chairs placed in front of bar to create additional distance from the bar.
4. Guests order drinks at a till point, then move onto collection point to collect their drinks when instructed - to avoid direct contact with employees.
5. Empty glasses are collected by staff members – or left at a collection point.
6. All glasses are washed within dishwasher with water temp 60+ degrees.
7. Bar area has reduced seating and maximum person limit in place, signage in place to inform guests.
8. Guests are requested to pay using card payments where possible or added to room bill – no signature required.
9. All contact points are regularly cleaned and disinfected – area is closed whilst cleaning takes place.

Hazard : Gardens and other external areas Potential risk or transfer of virus through cross-contamination.

Control Measures:

1. Employees regularly monitor the outdoor areas to ensure social distancing is being followed.
2. Outdoor furniture has been repositioned to allow for social distancing.
3. Smoking areas have been relocated further away from the building to allow greater space for non-smoking guests.
4. One-way traffic system in place for access/egress from the building, with signage and floor markings in place.
5. Tables and seats are cleaned on a regular basis throughout the day.
6. Tables and seating are allocated so that groups are only from the same household only.

Hazard : Restaurant Areas Potential risk or transfer of virus through cross-contamination.

Control Measures:

1. Shared bottles of condiments (e.g. salt, pepper, sauces etc.) have been removed from all tables. These have been replaced individually wrapped items that are offered on request and not left on tables.
2. Cutlery is delivered with the meal and not left on the tables.
3. All cutlery is wrapped to maintain hygiene.
4. Tables and seating adjusted to meet social distancing guidelines.
5. Tables are immediately cleaned and disinfected after use.
6. Plates are placed on edge of the table for guest to collect, waiting staff are instructed not to lean over guests to place plates on table.
7. Menus have been removed from tables and displayed on large notice boards that can easily be seen.
8. All guests must pre-book tables to ensure social distancing can be maintained.
9. Increased signage informing customers of our rules and adjustments in order to ensure social distancing is adhered to.

Hazard : Providing room service Potential risk or transfer of virus through cross-contamination.

Control Measures:

1. Employees are instructed not to enter bedrooms whilst guest is present.
2. Guests are advised of the timings and procedures of arrival of their food to ensure compliance.
3. Housekeeping to perform regular checks of corridors to collect used tray's once the guest has finished.
4. No payments are to take place face to face, orders are paid via room bill or over the phone.

Hazard : Guest Rooms Potential risk or transfer of virus through cross-contamination.

Control Measures:

1. Any maintenance issues to be resolved after the housekeeper has completed clean of the room.
2. Employees are not to enter bedrooms whilst guest is present.
3. Turn down services are not in place at this time.
4. All housekeeping staff are trained in the use of and provided with the correct PPE to carry out their room cleaning duties.
5. Housekeeping teams are trained to the new standards of room cleaning requirements and to monitor the cleaning standards.
6. Dirty linen to be placed into linen bags immediately NOT placed on the floor in the bedroom or corridor.
7. Additional linen bags provided and we have some dissolvable red bags for infected linen.
8. All dirty and clean linen is kept separate.
9. Housekeeping staff to wear gloves whilst handling and dispose of before proceeding to next room.
10. After check-out leave the bedroom empty for as long as possible
11. In the event of a COVID+ guest, we will arrange for a specialist cleaning company to professionally fog the bedroom after the guest has left.
12. Staggered check in/out times, to minimise guest numbers in the reception at any one time.
13. Individually wrapped coffee, sachets, tea bags sugar sachets and milk jiggers available in the room. Any unused will be disposed of when the guest vacate the room.
14. Kettles handles will be washed and sanitised.
15. All mugs and glasses are replaced NOT washed in the room (all mugs/ cups, saucers and glasses need to be ran through a dishwasher).

Hazard : Personal Protective Equipment Contact with potentially cross contaminated PPE may transmit infection.

Control Measures:

1. Personal protective equipment is required to remain PERSONAL to person to whom it was issued. Workers instructed not to borrow from colleagues.
2. Where personal protective equipment is required in the course of work it has been provided. Workers instructed that it must be used when required. If it may have become contaminated it must be bagged and the contamination notified to management.

Hazard : Telephone and IT equipment Contact with potentially cross contaminated equipment may transmit infection.

Control Measures:

1. Workers instructed not to use customer or client computers, accessories and telephones during any site visit.
2. Workers instructed to ensure that all IT equipment, mobile phones, that may be used on client or customer premises are cleaned/disinfected on a regular basis using the cleaning wipes and sanitisers that have been provided.
3. Workers instructed to refrain from sharing their work mobile phone with other people. If they use personal phones they are advised to follow this rule.

Hazard : Smoking Inhalation of tobacco smoke and or vapours from e-cigarettes may make smokers vulnerable to coronavirus infection.

Control Measures:

1. As a precautionary measure workers advised not to smoke and to avoid inhaling tobacco smoke and e-cigarette vapour emitted from other persons whilst visiting clients sites.
2. Workers are reminded to comply with no smoking regulations at all times.

Hazard : Shared use of machinery or equipment Contact with potentially cross contaminated equipment may transmit infection.

Control Measures:

1. Washing shared machinery after use with anti-virus wipes or soap and water after use.
2. Gloves to be worn during use.

Hazard : Conference facilities Potential for cross-infection and reduction of social distancing.

Control Measures:

Hazard : Contact with Vulnerable People Potential for cross-infection.

Control Measures:

1. Avoid contact with any vulnerable people i.e. people over 70 & people with other ailments e.g. Heart issues, chronic lung disease, diabetics, BAME etc. are most at risk from serious consequences of exposure.
2. All employees are briefed and aware of potential consequences with exposure.
3. Any employee's with signs of symptoms of coronavirus must not attend work and self-isolate and follow advice given by health care professionals.
4. All works planned to ensure works are not completed near vulnerable groups.
5. Any employees within vulnerable groups are to remain at home for 12 weeks or as directed by government advise.

Hazard : Deliveries – Goods Inbound Contact with potentially cross contaminated goods/equipment may transmit infection.

Control Measures:

1. Frequency of deliveries reduced by ordering larger quantities less often where possible.
2. Food deliveries to maintain HACCP procedures and temperature checks as normal.
3. Non-contact delivery process in place – no signatures to take place.
4. If required, drivers to access welfare facilities – directed by employees.
5. Employees instructed to maintain social distancing whilst moving and storing goods.

Hazard : Gyms and Leisure Areas Potential for cross-infection.

Control Measures:

Documents Associated with this Risk Assessment:	
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Review Date : 30/09/2021	Reviewer : Annette Preston
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