

**Assessment Details**

<b>QT Reference No:</b>		<b>Date:</b>	15 <sup>th</sup> July 2021				
<b>Business Name:</b>	The Grange at Osborne		<b>Address:</b>	Osborne, Sherborne, Dorset, DT9 4LA			
<b>Insurance Certificate:</b>	Y	<b>Gas Safety Certificate:</b>	Y	<b>Fire Risk Assessment:</b>	Y	<b>Carbon Monoxide Detectors:</b>	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.

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

<b>Person to person check in / out contact during COVID-19 pandemic reception team and guest</b>	Becoming infected with COVID-19 and further spread the infection	Pre-arrival communication sent to guests, where possible: <ul style="list-style-type: none"> <li>• Capturing address, tel no and car reg;</li> <li>• Further guests for T&amp;T</li> <li>• asking them not to travel if unwell;</li> <li>• explaining check in process;</li> <li>• explaining other changes to hotel's normal operations.</li> <li>• If not possible to email guests, they will be offered the information via WhatsApp, email or a printed pack on check in.</li> </ul> Limiting time spent at reception by: <ul style="list-style-type: none"> <li>• Online check-in via Upsell guru. Guest will need to be told a few things and pick up their key.</li> <li>• Guest will be sent arrival communication by WhatsApp, email or print with menus, guest directory etc.</li> <li>• Express check out is mandatory; physical check-out will only be available under special circumstances. Guests without email addresses will have their</li> </ul>		2	1	2
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		<p>room bills delivered to them the night prior to check out.</p> <p>Further measures</p> <ul style="list-style-type: none"> <li>• Physical barrier – plexiglass screen installed at reception desk.</li> <li>• Hand sanitiser available at reception.</li> <li>• Touch point sanitisation program for all common touch points and desk sanitised between guests. IT equipment sanitised between shifts.</li> <li>• Card payment only.</li> <li>• Only one receptionist is ever on duty at one time</li> <li>• Signage to allow SD queuing at reception.</li> <li>• Staff trained in correct procedures</li> <li>• Lost property: only high value items are kept. Stored in a bag, dated and labelled.</li> </ul>				
<b>Public usage and cleaning of public areas / corridors within the hotel</b>	Becoming infected with COVID-19 and further spread the infection	<p>Circulations doors, where possible have been fitted with electro-magnetic hold back devices. Noted in FRA.</p> <p>SD reminder signs around corridors and public areas.</p> <p>Staff trained in touch point sanitisation.</p>		2	1	2
<b>Public usage and cleaning of public toilets within the hotel</b>	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>		2	3	6

<b>Cleaning guest bedrooms</b>	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Contaminated accommodation / spread of COVID-19</p>	<p>Most non-essential items have been removed from rooms. Guest directories have been added in with sanitising process so that communications can easily be made with less tech-able guests.</p> <p>'Daily Cleans' are no longer provided except on request (for stay of four nights or longer) 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> <ol style="list-style-type: none"> <li>1. Housekeeping staff will be required to wear gloves, mask and apron when 'stripping' a room.</li> <li>2. They will doff their gloves and apron and dispose of them. The mask remains on.</li> <li>3. They will don new gloves to clean the room</li> </ol> <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 sanitised in sinks (no basins)</p> <p>Housekeepers to work alone.</p> <p>Full training will be given on the above to all housekeeping staff.</p>		2	2	4
<b>Infectious outbreak within a hotel bedroom</b>	<p>Becoming infected with COVID-19 and further spread the infection</p>	<p>In the event of a guest becoming unwell with Covid-19 symptoms</p> <ol style="list-style-type: none"> <li>1. Ask the guest to remain/go to bedroom and stay there.</li> </ol>	<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>	2	2	4

	Contaminated accommodation / spread of COVID-19	<ol style="list-style-type: none"> <li>2. Video call or call the guest to understand the circumstances.</li> <li>3. Call manager/owners.</li> <li>4. Offer assistance in calling medical assistance or relatives.</li> <li>5. All public areas are immediately sanitised.</li> <li>6. Guests are asked to arrange travel home for quarantine.</li> <li>7. If this is not possible, guest will have to remain isolating in hotel bedroom and;             <ol style="list-style-type: none"> <li>a. They will not be permitted to leave their rooms;</li> <li>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;</li> <li>c. collection of room service trays only after sanitisation with 1 minute dwell time and with staff wearing full PPE;</li> <li>d. consider if use of rooms near to isolation room is appropriate;</li> <li>e. additional room amenities are to be offered;</li> <li>f. rubbish stored for 72 hours being added to bins,</li> </ol> </li> <li>8. Move, or out-book any conflicting bookings.</li> <li>9. After departure, room is to remain locked and fallow for 72 hours, following which the room will be sanitised fully.</li> <li>10. Linen to be disposed of.</li> </ol> <p>Tc &amp; Cs need to include the charges that will be applied if a guest must isolate.</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> <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>			
<b>Laundry procedures</b>	Becoming infected with COVID-19 and further spread the infection	Laundry Service Linen: Bagged in room. Stored and collected twice each week		2	1	2

		<p>Dirty linen now stored in outdoor storage area.</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>			
<b>Deliveries</b>	<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>	1	1	1
<b>Room service</b>	<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 bedroom telephone.</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>	1	2	2

<p><b>Member of staff with symptoms</b></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"> <li>1. Supervisor to ask staff member to go home immediately.</li> <li>2. Manager/Owner to be called.</li> <li>3. Staff members work area to be sanitised immediately.</li> <li>4. Arrange for cover of remainder of shift and upcoming shifts</li> <li>5. Staff member to be contacted at home the following day, ideally by video call to ascertain condition.</li> <li>6. Consider arranging a test for staff member.</li> </ol>		2	3	6
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