

## **Covid-19 Risk Assessment**

**Company name:** Tufton Arms Hotel, Appleby in Westmorland

**Employee doing assessment:** Nigel Milsom

**Date:** 20<sup>th</sup> July 2020 / updated 1<sup>st</sup> December 2020

### **Description of business and workplace**

The Tufton Arms is a hotel situated in the main square of the rural, small market town of Appleby in Westmorland. The Tufton has 23 letting bedrooms along with 2 self catering apartments. The hotel has a large restaurant area which in the daytime runs as a café/deli wine and gift shop and in the evening operates as a dining venue. There is a lounge bar and residents lounge. The hotel is used by guests, locals and tourists visiting the area and has a café/bistro style food operation.

**Risk Assessment Covers:** Self catering / Guest Bedrooms / Breakfast Kitchen Operation

### **Methodology**

Description of how risk assessment completed:

- Walked around premises - thought through and changed operational procedures to minimise and mitigate risks
- Discussion with staff & management partners
- Considered risk to clinically vulnerable employees, e.g. pregnant employees or employees with health conditions, and older employees
- Followed Government guidance on working safely during the coronavirus pandemic and followed industry guidance

## **The hazard**

SARS-CoV-2 is a respiratory virus that can invade a host via the respiratory route or via hand to eye / mouth / nose contact, causing the disease COVID-19.

People who appear healthy may be carrying and shedding the virus, which can be passed on either directly or indirectly to others. This means we need to assume that anyone could be carrying the virus.

## **The routes of transmission (how the hazard can cause harm – the risks)**

- Direct contact to face - eyes, nose from droplets or aerosols spraying from an infected person onto another person who is in close contact.
- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.
- Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose or mouth
- Possible transmission from faeces to hands and then directly or indirectly to the body via hands and hand contact surface transfer.

## **The main controls are:**

- Social distancing in accordance with government guidelines
- Disinfecting hand contact surfaces
- Hand washing and hand sanitising at key moments
- Not touching eyes, nose, mouth or face with contaminated fingers (if used)

The controls set out in this document will be specific for this operation, taking into account how the business operates, and how customers and staff use the premises and interact.

Hazards	People at risk	Action: control to reduce risk to appropriate level	Additional Controls:
Transmission of Covid-19 Coronavirus in the workplace	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Guests, Customers &amp; Visitors to premises</li> <li>• Contractors</li> <li>• Delivery Drivers</li> <li>•Vulnerable workers – i.e. those over 70 years old, Pregnant workers, those with existing underlying health conditions</li> </ul>	<p><b>Staff:</b></p> <p><b><i>Return to Work &amp; Training</i></b> Return to work conversation - assess vulnerabilities and concerns. Discussion on mental health &amp; wellbeing.</p> <p>Importance of high personal hygiene, hand washing routine and frequency, explained routes of transmission, and how to avoid transmission outside work place</p> <p>Training completed on new operating procedures and policies, and new cleaning and hygiene protocols.</p> <p>Explained controls and measures in place to deal with social distancing</p> <p><b><i>Clinically vulnerable Employees</i></b> If clinically vulnerable individuals, such as pregnant employees or those with health conditions (but not extremely clinically vulnerable individuals who will continue to work from home where possible) cannot work from home, they will be offered the option of the safest available on-site roles, enabling them to stay 2m away from others. If they have to spend time within 2m of others. We will assess whether this involves an acceptable level of risk. Expectant mothers are entitled to suspension on full pay if suitable roles cannot be found. We will also consider any appropriate measures for employees who live with clinically extremely vulnerable individuals.</p>	<p>Return to Work Questionnaire Completed by all members of staff</p> <p>Encouraged to report any concerns to line managers</p> <p>New Aprons supplied – one on one in wash</p> <p>Staff advised to wash uniforms at 60c and change into uniform at work</p> <p>Covid Symptoms poster displayed in staff areas – importance of not reporting to work if any symptoms even mild ones</p> <p>ALL staff are temperature checked on arrival for duty</p>

		<p>We will put in place reasonable adjustments to avoid disabled workers being put at a disadvantage in the workplace, or where they are working from home.</p> <p><b><i>Mental Health</i></b></p> <p>Management will promote mental health &amp; wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help:</p> <p>Regular communication of mental health information and line manager support for those who need additional support.</p> <p><b><i>Home Working</i></b></p> <p>If possible office work will be carried out from home. Suitable equipment will be provided for people to work from home safely and effectively, including remote access to work systems.</p>	
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		<p><b><u>Hand Washing:</u></b></p> <ul style="list-style-type: none"> <li>• Hand washing facilities with soap and water in place.</li> <li>• Employees reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow “Catch it, Bin it, Kill it” public health guidance and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</li> <li>• Staff encouraged to protect the skin by applying emollient cream regularly</li> <li>• Gel sanitisers in any area where washing facilities not readily available, particularly at entry and exit points to premises</li> </ul> <p>Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme</p> <p>How to wash hands correctly poster displayed in ALL Toilets</p>	<p>How to wash hands correctly poster displayed in Toilets</p> <p>Posters installed in staff areas to encourage hand washing/Tissue boxes placed around in key areas.</p> <p>Reporting of Skin issues to line managers encouraged</p> <p>Gel Sanitiser Stations set up at entrance to buildings with signs to encourage use</p> <p>Gel sanitiser station set up in Public Toilets</p>
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		<p><b><u>Cleaning/ Housekeeping:</u></b></p> <p>Use cleaning checklist that all cleaning/housekeeping staff must adhere to.</p> <p>Cleaning standards checked periodically by supervisors.</p> <p>Frequently cleaning and disinfecting objects and surfaces during the day and at the end of the day that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using sanitisers and Virusidal cleaning products and methods.</p> <p>Regular checks will be carried out by line managers to ensure that the necessary cleaning procedures are being followed.</p> <p>Deep Clean to be undertaken prior to opening – with emphasis on high contact areas.</p> <p>Review Legionella due to closure of rooms for a long period - Flush the whole water system for two minutes or more. Flush your toilet, then let the the hand basin taps run for two minutes or more to let both hot and cold-water pass through.</p> <p>Flush the shower through If your shower has not been used for two weeks or more, disinfect the showerhead. The showerhead should be removed and the shower run for two minutes. The showerhead should be disinfected before being re-fitted by immersing for at least an hour in any solution designed for cleaning baby feeding bottles</p>	<p>High contact points Tills/PDQ wiped after each use, using sanitiser</p> <p>Menus/Leaflet displays wiped with sanitiser as tables are cleared down after use</p> <p>Tables and seats thoroughly cleaned/sanitised after use by one set of customers</p> <p>Use Fogging/Sanitisation Machines – follow cleaning protocols accordingly</p>
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		<p>(e.g. Milton). Showerheads should be regularly disinfected about four times a year.</p> <p>Finally, let any other taps run for two minutes.</p> <p>Staff Training undertaken to advise them on correct cleaning products and how to use them effectively. Told to use D10 Sanitiser or appropriate Virucidal – on going. COSHH leaflets kept up to date and available in Health and Safety File</p> <p>Member of Staff instructed/tasked on each shift with overseeing regular cleaning of toilets, door handles, high contact areas etc</p> <p>Cleaning/Housekeeping staff provided with correct ppe for protection when entering used areas. Instruction on hand washing and disposal of ppe</p> <p>Fogging Machine used in guest rooms, self catering apartments and public areas on a regular basis to sanitise areas prior to cleaning.</p> <p>All bed laundry laundered at Commercial contractors - ensuing all bed linen washed on high temperatures above 60 degree to remove any bacteria.</p> <p>Hotel cotton/ linen bedspreads are washed on a full 60-degree wash cycle (not a quick wash)</p> <p>To minimise contact with guests and possible cross contamination of virus between staff/guests – daily cleans of guest rooms will not take place. Guests can request additional items eg. Toiletries/towels to be left outside room.</p>	
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		<p>Depart Clean will be carried out after full fog of bedroom – to reduce/remove any trace of virus</p> <p>Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)</p>	
		<p><b><u>Customer Toilets:</u></b>  The opening of public toilets carries with it a risk of transmission of COVID-19 given the low levels of natural light, lack of ventilation, many surfaces to touch and the purpose of a toilet:</p> <p>Reduced number of customer toilets in operation to ensure effective cleaning /monitoring – and to also to ensure social distancing – one in, one out policy of use. Blocked off (not in use signs) added to one ladies cubicle.</p> <p>Thorough check of facilities prior to opening. Review legionella risk – run water/ flush toilets.</p> <p>Regularly cleaned with emphasis on high contact points – following cleaning/sanitisation protocol</p> <p>Propped windows in toilets open, to increase ventilation.</p> <p>Physical distancing maintained by use of floor signage and posters – explaining protocols and use of toilet, and where to queue / maintain social distance.</p>	<p>Deep Clean and sanitisation prior to opening</p> <p>Regularly cleaned during service hours – cleaning rota with time/initials displayed in toilet</p> <p>Cleaning prioritise high contact areas – such as door handles, flush handle, taps, seat etc</p> <p>Sanitiser gel station placed in to toilets</p> <p>Regular inspection by senior management to review facilities &amp;</p>

		<p>Regular maintenance checks to detect and address any issues promptly</p> <p>How to wash hands poster displayed in toilet.</p>	<p>deal with any defects</p> <p>Posters to encourage the wearing of masks whilst using toilets</p>
		<p><b><u>Social Distancing &amp; Current Hospitality Guidelines (tier system DEC 2020):</u></b></p> <p>Social Distancing – Means reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap in accordance with Public Health advice:</p> <p>Controlled entrance to Hotel will be in place at all times with limits on numbers on premises at anyone time. Tables will be clearly laid out where possible at 1m.</p> <p>In hospitality settings we have moved to 1 metre distancing only where agreed risk mitigation measures are in place.</p> <p>Appropriate mitigation measures adopted include:</p> <p>Signage to indicate they are entering a 1m zone</p> <ul style="list-style-type: none"> <li>• No standing – all customers seated – Table Service in Place</li> <li>• Face coverings will be worn by all staff</li> </ul>	<p>Pre booking system for both residents and diners in place and encouraged along with controlled entrance for walk in bookings to limit numbers and stagger bookings/ arrival times to avoid congestion at entrance.</p> <p>Clear signage installed to ensure customers aware of one way system, and exit routes. Entrance through front door – exit via bar side door..</p> <p>Signage requesting customers observe social distancing if a queue does form at entrance.</p>

		<ul style="list-style-type: none"> <li>• Clear systems for safe ordering and payments</li> <li>• Clear systems for safe use of toilet facilities</li> <li>• Good ventilation</li> <li>• Good signage</li> <li>• Reduced noise measures e.g.no background music, to reduce need for customers to shout</li> <li>• Clear messaging on need to provide contact details to support Track &amp; Trace</li> </ul> <p>High traffic areas will be regulated including corridors, and walkways to maintain social distancing. One-way system implemented, with appropriate signage. Pinch points identified and warning signs displayed.</p> <p>Reviewing work schedules including start &amp; finish times/shift patterns – implemented staggered start time for staff. Workers allocated to specific tasks carried out in one area of building to ensure social distancing.</p> <p>Redesigning processes to ensure social distancing in place. Adopting a pre booking, controlled entrance to restrict and stagger entry. This includes the use of 1m markings and a one-way flow at entry and exit points.</p>	<p>Table service put in place – to reduce customer/staff contact.</p> <p>Tables and seating will be set out 1m apart, where possible at 2m.</p> <p>Customers made aware at booking and/ or arrival of current household rules under Tier system &amp; that it is their responsibility to adhere to the Hotel’s policies and government guidelines &amp; create a safe environment. Under Tier 2 restrictions if they are more than one household then cannot sit indoors – and must be served outdoors – subject to the rule of six</p> <p>Posters explaining social distancing rules / and ordering systems. Track &amp; Trace QR codes displayed on</p>
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		<p>Workstations should be assigned to an individual as much as possible. One member of staff will mainly undertake office duties to limit transmission by shared phones/ pens /mouse etc.</p> <p>Regular patrols are made of outdoor and indoor customer areas to monitor that social distancing is being adhered to.</p> <p>Emergency contact details (General Manager Mobile Number) are provided to resident guests – for out of hours enquiries/emergencies.</p> <p>Reception Desk – will be manned on a limited basis – to reduce guest/staff contact. Hours will be advised to guests in pre arrival information.</p> <p>Currently under Tier 2 rules (DEC 20) Alcohol can ONLY be served with a substantial meal (we have advised staff this is an all day breakfast / main course dish or substantial light dish with added sides.</p> <p>Under Tier 2 restrictions if customers are more than one household then they cannot sit indoors – and must be served outdoors – subject to the rule of six.</p> <p>Customers will be advised at time of booking and /or on arrival of the rules. If they confirm they are from one household then it is the customers responsibility to be following the rules.</p> <p>Table service is in operation both indoors &amp; outdoors.</p> <p>Marquee has been erected on patio with ONLY 50% sides to comply with outdoor area guidelines – enabling table service of mixed households under the rule of six</p>	<p>all tables – staff encourage - customers they MUST check in to confirm date / time of visit.</p> <p>All residents’ details for Track &amp; Trace collected at time of room booking.</p> <p>A pre-arrival/ departure pack for guests explaining Covid procedures is sent to every guest accommodation booking.</p> <p>Accommodation guests informed prior to arrival on check in and check out procedures.</p> <p>All details taken prior to arrival to remove need for registration/ minimise contact spent at check in.</p> <p>Prepayment of room taken at check in – to reduce contact at check out.</p>
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		<p><b><u>Food &amp; Drink operation plus kitchen:</u></b></p> <p>Maintenance of kitchen cleaning protocols and particular attention made to all high contact surfaces. Cleaning standards checked periodically by supervisors/management.</p> <p>After final surface clean-down, all high contact surfaces will be re-sanitised as an additional measure.</p> <p>Strict protocols are in place that limit the use of chilled storage areas to only one person at any one time.</p> <p>All kitchen equipment is going through an industrial dishwasher, which reaches temperatures in excess of 80c.</p> <p>All cleaning cloths and sponges are changed daily and tea towels etc are washed on a 90c cycle.</p> <p>Chefs are made aware of the importance of exemplified personal hygiene.</p> <p>Cutlery will be sanitised by final high temp wash in commercial dishwasher and wrapped in napkins by member of staff, who washes hands before undertaking the task.</p> <p>Individually wrapped condiments are placed on a sanitised tray.</p>	<p>Strict Hygiene controls in kitchen increased &amp; regular deep cleaning carried out.</p>
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		<p>Staff wash hands after undertaking table service and customer is invited to take their items from the tray, minimising contact.</p> <p>Drinks are poured in bar area, by a dedicated member of the team, who washes their hands between each service of drinks. All drinks are poured in glasses sanitised by high temp commercial glass washers. Drinks per table are put on separate, sanitised trays to then be carried by another member of staff tables.</p> <p>Breakfast buffet no longer available, due to risk of contamination. Poured individual fruit juice, and cereals offered, along with full cooked to order breakfast.</p> <p>Cellar management – full deep clean and sanitisation of cellar took place prior to opening. Old stock removed.</p> <p>Limited menu put in place to reduce the need for a large team of chefs – Individual work stations/areas will be allocated to assist with social distancing.</p>	
		<p><b>Communal Areas &amp; Objects</b></p> <p>Social distancing also to be adhered to in smoking area and other communal areas by staff.</p> <p>Break times will be staggered to reduce pressure on break rooms or places to eat.</p>	<p>Staff encouraged to use sanitiser to wipe shared objects such as pens/phones / mouse etc</p>

		<p>Where applicable, safe outdoor areas will be used for breaks.</p> <p>Rearrangement of seats and table layouts to maintain spacing and reduce face-to-face interactions.</p> <p>Staff to be reminded on regular basis of the importance of social distancing in the workplace.</p> <p>Staff to be reminded of the risk of transmission through the sharing of everyday objects for example, avoid sharing pens, staplers and or other objects.</p>	<p>Notices to be placed in compound reminding staff of the importance to maintain social distancing.</p> <p>Posters displayed in back room areas encouraging staff to Washing hands regularly</p>
		<p><b>Meetings</b></p> <p>Conference calls to be used instead of face to face meetings and employees to be reminded not to share stationery or other objects during meetings where meetings need to take place face to face. Only those essential to the meeting should attend face to face meetings, observing 2m social distancing where possible.</p> <p>Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.</p> <p>Hand sanitisers should be provided in meeting rooms.</p> <p>Meetings should be held outdoors or in well-ventilated rooms whenever possible. Management checks will be put in place to ensure this is adhered to.</p>	

		<p><b>Accidents, Security and Other Incidents</b></p> <p>In an emergency, for example, an accident, fire, break-in or trespass, people do not have to stay 2m apart if it would be unsafe.</p> <p>People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands.</p>	
		<p><b>Face Coverings</b></p> <p>Employees are required to wear face coverings as a mitigating factor to allow us to reduce social distancing to 1m.</p> <p>Staff will be encouraged to wash their hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it. When wearing a face covering, avoid touching their face or face covering and practise social distancing wherever possible.</p> <p>Members of the public and guests MUST wear masks when MOVING around the Hotel or using the customer toilets – which are a less ventilated smaller space.</p>	<p>Both face screens and face masks are in ready supply for all staff.</p>
		<p><b>Symptoms of Covid-19</b></p> <p>If anyone becomes unwell with a new continuous cough, a high temperature or a loss of taste or smell in the workplace they will be sent home and advised to follow the stay at home guidance.</p>	

		<p>Line managers will maintain regular contact with staff members during this time.</p> <p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the management team of the workplace will contact the Public Health body to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.</p> <p>If a resident guest falls ill during their stay, they are requested to contact the General Manager on the emergency phone contact details – who will contact NHS Scotland for advice and recommended actions.</p>	<p>Clear communication is made to guests in our T&amp;C's that if they or any members of their party are showing any Covid-19 symptoms however mild that they should not visit the Hotel.</p> <p>Staff are advised NOT to report for work if they display any symptoms.</p>
		<p><b>Delivery Drivers &amp; Contractors:</b></p> <p>Social distancing will be observed with all delivery drivers and contractors working on site.</p> <p>Staff are advised to wash hands after opening up packages.</p>	<p>Both staff / ALL guests and Contractors working on site will be temperature checked on arrival to the premises.</p> <p>Anyone with a high temperature will NOT be allowed entry.</p> <p>Contractors on site – fill in Test &amp; Protect documentation.</p>

**General action taken**

- The manager who conducted the risk assessment communicated it to staff by putting it on the notice board.
- Manager discussed it with staff, in particular with those identified as at risk.
- Manager made decision not to review assessment if no significant change in the level of risk in the workplace due to Covid-19, and in any event diarised to review it in a year.