

COVID-19 Risk assessment

Company name: Underhill Guest House

Assessment carried out by: Neil Wheeler

Date of next review: 17 Oct 2020

Date assessment was carried out: 10 Oct 2020

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 sanitiser use at key moments
 - Not touching eyes, mouth or nose 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.

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
<p>Checking in</p>	<p>Guests & Staff. Possible direct transmission of virus between guests and guests and staff. Possible indirect transmission by surfaces.</p>	<ol style="list-style-type: none"> 1. Additional cleaning and sanitising of handles and surfaces. 2. Sanitiser in outside porch. 3. Pre-arrival information sent by email or booking.com message. 4. Verbal communication of COVID secure measures. 5. Signage. 6. Risk Assessment displayed. 7. Staff wearing face coverings. 8. Staff maintaining social distancing where practicable. 9. Ventilation of breakfast room during arrival. 10. Providing face mask/covering if guest does not have one. 11. Guests and visitors to give full names and contact info for contact & trace. To be stored for 21 days. 12. No early check in or luggage storage. 	<p>TBC</p>	<p>Vanessa Wheeler Neil Wheeler Guests Visitors</p>	<p>4th July 2020 and before arrival of every Guest</p>	<p>Yes</p>

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<p>Guests moving around the property.</p>	<p>Guests Possible direct transmission of virus between guests and guests and staff. Possible indirect transmission by surfaces.</p>	<ol style="list-style-type: none"> 1. Ensure guests wear masks or face coverings whilst moving around communal areas. 2. Request guests try and allow 2m spacings where practicable e.g. waiting in breakfast room whilst a guest from a different household comes down the stairs and exits the property. 3. Staff cleaning surfaces and touch points through out the property to the enhanced schedule in accordance with the UK Hospitality COVID-19 Secure guidance. 	<p>To be reviewed</p>	<p>Staff & Guests</p>	<p>Ongoing/Daily as per the enhanced cleaning schedule.</p>	<p>Yes</p>

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Breakfast	<p>Guests & Staff. Possible direct transmission of virus between guests and guests and staff. Possible indirect transmission by surfaces, plates, cutlery, condiments, food.</p>	<ol style="list-style-type: none"> 1. Staff wearing face masks during food prep and service. 2. Adhering to guidance from LA & UK Hospitality. 3. Staff washing hands every time re-entering kitchen. 4. Reduced number of tables in breakfast room to increase distance between seated guests. 5. Split breakfast service into 2 sittings to increase distance between seated guests. 6. Where 2m distance between seated guest of different households is not possible guests are facing away from each other. 7. Window and door open to increase ventilation to breakfast room. 8. Cleaning before and after each sitting. 	To be reviewed	Vanessa Wheeler Neil Wheeler Guests	04 July 2020 Before and after breakfast sittings	Yes

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		<p>9. Condiments & cutlery brought to guests by staff.</p> <p>10. No communal food or drinks left in the dining room e.g. fruit juice, fruit, cereal, etc. Available upon request from staff. Stored in Kitchen.</p> <p>11. Guests to wash hands before leaving room for breakfast.</p> <p>12. Hand sanitiser available in breakfast room.</p> <p>13. Individual Hand sanitiser bottles on each table for seated guests.</p> <p>14. Screens between tables to further minimise risk for seated guests.</p> <p>15. No Room service or breakfast being served in rooms.</p> <p>16. A takeaway type breakfast in disposable packaging offered for guests uncomfortable or unable to eat in the breakfast room.</p>	<p>1. Individual hand sanitiser bottles on each table for seated guests.</p>			

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<p>Checking out & payment</p>	<p>Guests & Staff. Possible direct transmission of virus between guests, and guests and staff. Possible indirect transmission by surfaces, money, room keys.</p>	<ol style="list-style-type: none"> 1. Guests and staff to wear face coverings or masks. 2. Guests booking via booking.com payments handled electronically by booking.com. Cash payments to be placed in a container allowing social distance, cash then left in container for 7 days before being handled by staff. Bank transfer made available where possible. Guests asked to pay on arrival or departure not during breakfast service. 3. Guests to leave any books, magazines or brochures they have handled in room. these will be placed in a container for 7 days before being sanitised and returned to communal areas. 	<p>To be reviewed</p>	<p>Neil Wheeler Vanessa Wheeler Guests</p>	<p>04 July 2020</p>	<p>Yes</p>

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<p>Covid symptoms</p>	<p>Guests and Staff.</p>	<ol style="list-style-type: none"> 1. Guests informed before arrival not if showing symptoms, contact staff to cancel/rearrange booking. 2. Guests showing symptoms during stay. As per gov guidance, guests will immediately self isolate in their room along with any guest sharing the room and request a covid-19 test. If test is positive they should return home by private transport if safe to do so and isolate. If guest seriously ill health professionals to be contacted as laid out in UK Hospitality guidance. 3. Staff showing covid-19 symptoms: Guests will be immediately informed by phone call, email and/or text message and asked to leave. Guests who's stays are cut short will be refunded. 	<p>To be reviewed</p>	<p>Neil Wheeler Vanessa Wheeler Guests</p>	<p>04 July 2020</p>	<p>Yes</p>

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Reviewed By:	Neil Wheeler	Reviewed By:	Neil Wheeler	Reviewed By:	17 Oct 2020	
Review Date:	10 July 2020	Review Date:	20th August 2020	Review Date:		
Reviewed By:	Neil Wheeler	Reviewed By:	Neil Wheeler	Reviewed By:		
Review Date:	18 July 2020	Review Date:	27 August 2020	Review Date:		
Reviewed By:	Neil Wheeler	Reviewed By:	Neil Wheeler	Reviewed By:		
Review Date:	25 July 2020	Review Date:	10 Oct 2020	Review Date:		

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/