

## COVID 19 Risk Assessment – High Grassings Bed & Breakfast – Cumbria

### Statement from High Grassings

The owners of High Grassings treat the safety of their guests and employees with the utmost importance when planning the continuing day to day operations of the business during these challenging times.

We have set out to risk assess all aspects of our daily operations to ensure guests are given the best possible experience with the minimum of disruption, however, some understanding and assistance from our guests will be inevitable in order to keep all those enjoying their stay with us as safe as possible.

When risk assessing the business as a whole we have had to consider the operational uniqueness of our house and the individual challenges it presents. All measures introduced are done so on the principal of So Far As Is Reasonably Practicable with the last line of defence being the use of PPE in high traffic areas and at busy times of the day. Customer access to our premises is restricted and controlled and robust decontamination procedures are in place to ensure all areas are cleaned down in between guest arrivals and departures. Restrictions to some areas of the house are inevitable and some procedures have had to be scrapped altogether on the grounds that they simply represent too much risk. We have tried to make sure that none of these measures have impacted our guest enjoyment of our house and we appreciate your understanding in helping us deliver these changes during your stay

To minimise client and employee contact, work areas have been adjusted to suit the layout of the house and maintain a safe level of separation, doors have been propped open to reduce handle contact and posters put up encouraging hourly hand washing or sanitising. Hand sanitising gel has been provided in all rooms for customer use, gloves and facemasks are available and mandatory in some areas. All these systems are monitored and reviewed regularly in order to maintain their effectiveness.

Instructions on how to follow this guidance will be given on or prior to arrival and reminders will be given regularly throughout our guests stay. We are happy to help in any way and accommodate those who need further assistance or additional measure put in place but would appreciate being notified in advance of a booking of clients who are at greater risk from COVID 19 as a result of underlying health issues or being in a risk category listed on the NHS website <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/> We will also be asking all guest to complete a short questionnaire on your movements and health prior to visiting High Grassings as a courtesy to all guests to ensure we are not knowingly bringing COVID 19 into the property.

David & Carey Leete

High Grassings Bed & Breakfast

High Grassings - Risk Assessment

Date 15<sup>th</sup> June 2020

Undertaken By: Robert Parfitt - Property, Health and Safety Consultant – Gradlosh – NeDip

Review Date 15<sup>th</sup> July 2020

Description:

Risk Assessment to consider the transmission of COVID 19 from guest to guest and guest to staff throughout High Grassings during the daily operations of the house and to consider measures to control the risk areas to a minimum level so far as is reasonably practicable. All risks control measures are considered under the hierarchy of control:

Can the task be stopped altogether?

Can the risk be controlled through mechanical means?

Introduce safe systems of work to reduce the risk to the lowest possible level

Use PPE as a last resort.

The Hazard, Transmission of COVID 19 throughout the workplace.

What Are the Hazard Areas	Identify the Risks to Guests, staff and others	What Control Measures are in Place?	What Further Action Is Needed?
Guest arrivals	Arrival into an unfamiliar environment, at entrance door and common areas of the property	<p>Clients to inform house of arrival by mobile phone and arrangements to meet in the car park area of the property where guidance will be given on entering the house in a safe manor. Guests will not be asked to sign in but photographic evidence of their arrival will be taken.</p> <p>Guests will be asked to sanitise their hands on entering the building and to follow social distancing rules set out by HM Government.</p> <p>Guest should declare any symptoms of illness on arrival.</p> <p>Guests who have been tested for COVID 19 in the last 7 days will not be permitted to enter the building unless they have supporting documents declaring a negative test result.</p> <p>Guests should be able to carry their own luggage from the parking area to their</p>	<p>Staff will be on hand to accommodate individual needs on entering the building and transferring to their rooms. Any special assistance will be discussed and agree in advance.</p> <p>Guidance posters to be displayed at entrance to house for:</p> <p>Hand hygiene</p> <p>Social distancing rules</p>

		room. No assistance will be available due to handling third party items.	
Access through Common Areas of the House	Touching common areas, stair hand rails, door handle, tables and light switches for guest and staff	<p>Common areas of the house will be disinfected on a regular basis throughout the day. Doors will be propped open to allow free access throughout the common areas and the breakfast room. During access hours through the front door and when possible due to weather conditions, the front access door will be propped open to avoid handle contact. Guests are encouraged to wash and sanitise their hands on entering the premises and when entering and leaving their rooms.</p> <p>Access to the guest lounge has been restricted to allow limited use on a room by room basis. Guest to be given option to book this area on arrival and on a daily basis on a first come first served principal. Area to be disinfected in between uses.</p> <p>Guests guides will be left in the rooms to explain how the house rules will work during their stay.</p>	<p>Personal Protective Equipment is available for guests in their rooms should they wish to wear it when moving around common areas of the property. Due to limited access to PPE one mask and I pair of gloves will be available for each client during their stay. Should availability improve, we will be able to leave more.</p>
Cleaning and Room Access during clients stay	Transmission of Virus between guest and staff	We have had to suspend daily turn down and clean of client rooms during their stay unless in residence for 7 days or more. Access to client rooms during their stay is a high risk activity and considered	<p>Clients requiring additional sheets and towels during longer stays of 3 days or more should; Use the bag provided to leave towels and sheets outside the room door. Notify the staff of your needs by mobile phone. Arrangements will be</p>

		<p>appropriate for ceasing during this difficult time. No staff will enter a guest room during their stay and client rooms will be disinfected prior to their arrival. Guest guides will be left in the room to explain how the house rules on cleaning and linen will be applied during their stay.</p>	<p>made to meet the clients needs. Accidents I the room should be reported immediately to the staff by mobile phone where a solution will be discussed.</p>
Breakfast Room – Morning Service	Transmission of Virus between guests and staff	<p>Staggered breakfast times to be agreed with guests the night before. Tables re arranged to allow distancing rules to be followed. Tables cleaned and set the night before to minimise staff touching of table items. All crockery and cutlery hot washed and disinfected prior to be set on tables. Food and drinks to be agree the night before so that preparation and delivery of chosen items can be achieved prior to the guests arrival at the table to avoid staff contact and access to the table. Breakfast plates and items will be delivered to a table nearby and the guest asked to collect once the staff member has retreated. All staff will wear appropriate PPE during breakfast service. Hand sanitiser to be provided on breakfast tables. Guest guides will be left in the room to explain how the breakfast room will be operated during their stay.</p>	<p>If breakfast service has to coincide with others, table layouts can be adjusted to suit numbers and access. Double doors to be propped open to allow traffic movement through and still maintain social distancing rules.</p>
Movement in and out of the house	Transmission between Guests and	Regular Cleaning Regime to keep	Current Measure are adequate.

	staff in high contact areas.	common areas disinfected. Hand rails and door handles and door frames in high traffic areas. Restricted access times of arrival and departure communicated to guests prior to check. All guests to disinfect hands on entering and leaving the building. All guests instructed to maintain 1m plus distancing from staff and other guests.	
Consumption of wines and food on the premises.	Transmission between Guests and staff in high contact areas.	Welcome drinks and afternoon tea service will no longer be available at high Grassings. Clients are requested to drink and consume snacks in their rooms or outside the house and not in the common areas.	
Checking out	Transmission between Guests and staff in high contact areas.	Arrangement to settle the bill via credit or debit card should be made prior to arrival. We no longer accept cash or cheque.	Reduce contact with guest by settlement of bill prior to arrival.
Emergencies Procedures - Fire	Transmission between Guests and staff in high contact areas.	Guests are instructed to leave their rooms and gather outside the house through the front door. House staff will instruct guests on the next steps once the house has been declared safe to return to.	
Emergencies – Health.	Transmission between Guests and staff in high contact areas.		Emergency Contact details to be left in each room. Contact via phone and emergency services called

			where appropriate.

## Safe Systems of Work

### Breakfast Room Safety Guide and Procedures

High Grassings has reduced its letting capacity to 3 rooms in order to accommodate the guidance on safe distancing and hygiene.

We have introduced a breakfast rota that will ensure that only one client room is receiving breakfast service at any one time, thus limiting contact and improving distancing between clients and staff.

All guests are asked to following the following guidance:

Please book your breakfast time the night before with our staff or via text message to 07957003065

Please choose your food items by completing the breakfast form or text our requests to 07957003065

Please arrive 5 minutes before your breakfast time in the morning and wait in the lounge area to be prior to be invited to your designated table.

Staff delivering your food items will place plates and items on a central table and invite you to collect them from the table once they have retreated a safe distance.

Any additional items required will be delivered in the same way.

When leaving the breakfast room, please leave all items on the table for our staff to deal with later.

Items should not be taken to our room to consume later.

All crockery and cutlery will be disinfected and set on the table the night before

Hand sanitiser will be available on entering the breakfast room.

### **Rooms service towels and linen.**

We have had to suspend this service in the interests of yours and the staff's safety.

Should additional towels or linen be needed, please place them in the linen bag provided and place outside the door for collection. Please text us on 07957003065 to let us know you have requested service and we will replace the items.

Rooms will not be cleaned during your stay.

Rooms requiring service due to an accident should be reported immediately to us on 07957003065.

Please vacate the room by 10am so that we have sufficient time to deep clean the room for the next clients visit.

Please take extra care to remove all personal items from the room. Any items left behind will be immediately binned for safety reasons.

### **Entering and Leaving the House**

In line with government guidelines, we are asking all guests to observe the following rules:



Sanitise your hands when entering and leaving the property.

Wash regularly with soap and hot water.

Avoid touching your face with your hands

Keep a distance of 1m plus from all other guests and staff during your stay.

If you have any signs of a high temperature, persistent cough, breathing difficulties, or a loss of taste and smell, report it immediately to NHS 111, to us on 07957003065 and do not move around the property until instructed to do so.

Thank you for your cooperation.

High Grassings Management