



**THE**  
**FALCONDALE**

HOTEL & RESTAURANT  
GWESTY A BWYTY

COVID 19

RISK ASSESSMENT and GENERAL POLICY

We have reviewed all aspects of the hotel operations, in line with recommendations and guidance from the W.H.O, UK Hospitality and Public Health England/Wales so we can protect our customers and team members so we can welcome you back. These measures include but are not limited to: -

Updating systems of work to enable social distancing whenever possible – to comply with recommended distance between our Front of House staff and our guests at reception, public areas and corridors.

A complete review of our housekeeping protocols for bedrooms and public areas with enhanced levels of sanitisation introduced, with specific focus on:

- Critical Touch Point Cleaning - including, handles, switches, remote controls
- High contact furniture
- A review on 'in room' offerings, such as pens, pads, etc
- Enhanced cleaning practices in all public areas and washrooms.
- All staff members will be provided with the relevant training and PPE for each of the hotels departments.

We will be undertaking intensive preparations and cleaning to ensure The Falcondale is ready to welcome everyone back. Because of the nature of the situation, we know that this is an ongoing process and we will be reviewing and updating our policies and procedures in line with government announcements and public health guidelines to ensure we follow industry best practice.

The Duty Manager on shift will be the designated person responsible for implementing Covid-19 hygiene and enforcement of social distancing / safety protocols. Should you have any questions or concerns please contact the Duty Manager.

## **HOTEL ENTRANCES AND PUBLIC AREAS**

Social distancing applies everywhere including public areas and outside entrances. Please help us by respecting social distancing and keep the recommended distance away from others. Please do not congregate in any of our public areas, including outside areas and at entrances.

We will provide sanitisation stations at primary entrances with signage: -

- Please keep 2 metres apart

- Face coverings are required indoors
- Should you have Covid-19 symptoms do not enter the premises

Face coverings are required when moving about indoors, to walk through to the outdoor area or to go to the toilets, customers must always ensure they are wearing face coverings (unless they are under 11 or have a reasonable excuse not to wear a face covering).

## **RECEPTION / RESERVATIONS**

Each room on check-in will be given a Welcome Letter which covers all the steps taken by the hotel for safety and sanitation along with the new operational protocols for room service, housekeeping and laundry procedures in place for the duration of the COVID-19 restrictions. Preferred times for dinner and breakfast will be confirmed, before being shown to the door of their room.

Room keys will already be inside the room, having been cleaned and sanitised beforehand.

Rooms will not be available until 3pm to allow for enhanced cleaning and sanitation.

We will not offer luggage to be stored at reception.

Guests who require luggage assistance, we respectfully ask the guest to wait for a staff member to wash their hands before taking the luggage to their room. Staff member will wash hands after handling luggage also.

We will encourage contactless payments where possible and the PDQ will be wiped down with a disinfectant wipe after each guest use.

We will not knowingly accept customers who have travelled to the premises from an area where travel is not permitted.

Desktops and desk equipment will be sanitised regularly.

Temperature check points will be mandatory at the primary entrance for hotel resident guests.

We will no longer offer newspapers, either at our desk for residents or delivered to the rooms.

## **CHECK OUT**

All final bills will be emailed to guests at 8am on the morning of departure. Should this present a problem, we will provide a paper copy delivered to the room.

Keys to be left in reception on departure.

## **BEDROOMS**

All rooms will not be entered after being checked by a senior member of the housekeeping team.

Bedroom access will be restricted. No access will be made to the bedroom during a guest stay. Housekeeping or Maintenance team members will only enter the bedroom on the guest's request, to service the bedroom or fix a reported maintenance issue. We respectfully ask guests not to be present in the room during this time.

The hotel will be offering a "Housekeeping Light" service where your bed will be made, tea tray renewed, and clean towels provided. You cannot stay in your room during the Housekeeping Light service. Should you require extra items in your room please ask at reception and these will be provided outside your room.

If a member of staff must enter a bedroom whilst the room is occupied the team member will be wearing full PPE.

We will remove all peripheral amenities from bedrooms i.e. pens, paper, and guest directory. All in room glassware, crockery, etc will be processed in dishwashers operating a rinse cycle of 82°C. We will disinfect bins with appropriate anti-microbial cleaning agent.

Vacuum cleaner dust bags will be replaced once a week, regardless of whether they are full or not.

Each time a bedroom is serviced we will ensure it is ventilated by opening window(s) for a prolonged period.

## **ROOM SERVICE**

Limited room service menus for all mealtimes will be available. Guests to phone reception for a copy of the current menu and to order via the phone.

Staff will wash hands before picking up the room service tray to deliver the order. Room service is to be taken and placed outside the room, knock on the door, and move a safe distance away. Never hand or receive a tray directly to/from a guest. Staff members delivering and collecting room service will NOT enter the guest's bedroom. The member of staff will wash their hands afterwards.

We will not ask for signatures for room service. All trays and cutlery will be sanitised before delivery.

Guests should leave their tray outside their bedroom door once finished, for collection, and inform reception.

When trays are collected, they are taken to servery and all items (cutlery, crockery, glassware) to be disinfected by placing through the dishwasher, and the tray to be disinfected. Any linen used should immediately go to laundry room. Staff should wash hands immediately after handling trays.

### **BEST PRACTICES - BACK OF THE HOUSE**

Mandatory temperature checks will take place for colleagues before entering the building. Any staff member displaying/or suffering from Covid 19 symptoms will be asked to return home and contact their local doctors' surgery or contact 111.

Our colleagues will use hand sanitiser before and after clocking into work.

Our colleagues will always be instructed not to engage in unnecessary conversations and apply social distancing regulations.

Colleagues will be given PPE as indicated by Company Policy and/or public health guidelines; Managers/Supervisors will monitor the proper use of PPE; PPE to be replaced and disinfected as required. All PPE to be placed in the designated PPE disposal bins, which will be emptied daily and placed in the wood store near the bins. Every Monday these bins are to be placed in the General Waste for collection. Each PPE bin to be lined with a black bin bag after emptying.

Face coverings are required when moving about indoors, to walk through to the outdoor area or to go to the toilets, staff must always ensure they are wearing face coverings (unless they have a reasonable excuse not to wear a face covering).

We will stagger colleague shifts to enforce social distancing amongst colleagues and departments; all colleagues will comply with the required social distancing rules. A maximum number of staff per area has been set for back of house areas and displayed via posters.

All our colleagues advised to enforce hand hygiene, coughing etiquette, and respiratory hygiene.

Wash hand basins will be fully equipped with necessary utilities -hot water, bactericidal liquid soap and towels.

Personal Hygiene Posters are displayed in prominent locations, affixed in conspicuous areas including notice boards reminding colleagues to enforce strict cough etiquette, hand washing and hand sanitisation.

A copy of the Covid-19 General Policy & Risk assessment will be issued to each staff member and feedback is to be given to senior management. Amendments and current Covid-19 General Policy and Risk Assessment will be found on the staff notice board.

Fire assembly point remains as the MAIN CAR PARK (not outside the front door). There is plenty of space in this area to socially distance from each other during an evacuation.

## **OFFICES, WORKSTATIONS & MEETINGS**

We will rearrange our offices to meet social distancing regulations - colleague workstations are where possible no longer facing each other or screens placed to enable safe working.

We will implement 'Working from Home', within reason and where practical, for colleagues in certain roles whose physical presence on property is not essential.

Key high -touch points / frequently touched surfaces will be disinfected regularly, e.g. tables and chairs, door handles, light switches, telephones, keyboard, mice, printer/copier/scanner, etc.

All furniture and chairs to apply to social distancing regulations; ensure proper ventilation e.g. open door / window if meeting lasts for more than 30 minutes.

## **DELIVERY AND RECEIPT OF GOODS**

Receiving: Our team will continue to observe excellent respiratory and hygiene standards as well as social distancing guidelines.

Receipt of goods: In line with HACCP standards, any food transported in dirty containers or dirty vehicles will be rejected. Different suppliers will not be allowed to unload their products at the same time, for distancing to be observed.

We provide alcohol-sanitisers in our delivery area for colleague and supplier use.

Cleaning and sanitation: Our goods receiving area and loading bay will be cleaned and disinfected at regular intervals.

Cleaning of delivered goods: All food packaging items will be sanitised using appropriate cleaning agents, before being moved into refrigerators and/or freezers, where possible outer packaging to be removed on unloading.

## **KITCHENS**

Sanitation: Our kitchens will continue to be sanitised at regular intervals as dictated by hotel cleaning schedules and local authority guidelines.

Social distancing: We will limit the number of colleagues to the minimum required. Workstations, where possible, will be placed in such a way that colleagues are not facing each other and can maintain appropriate social distance.

PPE: All our colleagues wear disposable masks, gloves as dictated by Public health guidelines, our HACCP plan and cleaning chemicals MSDS.

Menu planning: Initially we will run limited menus for quality assurance and to allow for lower staff levels due to social distancing guidelines and practicalities.

Disinfection of food equipment, utensils, and tools: We continue to clean and disinfect key high-touch points e.g. food equipment and food contact surfaces including chopping boards as dictated by the company HACCP. All implements will be washed in a dishwasher with a rinse of 82c this will be monitored and recorded in our HACCP monitoring records throughout the day.

## **HOUSEKEEPING / LAUNDRY**

Our colleagues working practices have been amended in such a way that colleagues can maintain appropriate social distances, e.g. one housekeeping team member per room / housekeeping section.

We will minimise exposure in guest rooms as much as possible. All guest laundry items will be placed in closed bags and not overfilled when in transit.

When retrieving / delivering guest items, colleagues will wear PPE in public areas as required by public health guidelines.

Cloths and sponges etc. used for cleaning should be changed daily and similarly used materials disposed of safely daily. Tea towels / cloths used for drying should be changed daily.

## **RESTAURANT**

As of 17<sup>th</sup> May 2021, indoor hospitality can open for all premises, the maximum number of people that can meet indoors & outdoors is up to 6 people from any household. This means that up to 6 people (not including children aged under 11 or a person who is caring for someone participating in such a gathering) from 6 different households can meet – but this should be a maximum not a target. Where a single household (not an extended household) contains more than 6 people they can meet. All present must reside at the same address.

Tables and chairs will be positioned to adhere to social distancing guidelines. Should guests ask for tables to be “pushed together” this must be refused.

Table service only – guests will not be permitted to stand at the bar or wander around the public spaces. Guests will be shown to their table on arrival, will order at the table, staff will bring food/drinks to the table, food and drink must be consumed at the table, payment also to be taken at the table.

We will operate a booking system for all mealtimes, including breakfast and those just wanting a drink, coffee & cake etc. Bookings should not knowingly be taken for more than 6 people, by separating the party onto different tables. Limited bookings will be taken for the same timeslots to reduce the risk of crowds at entrances.



Walk-ins will only be accepted when it is safe to do so.

Menus will be limited for food to be produced in a socially distanced manner in our kitchens. This will in no way impact on the quality of food on offer and we will still be able to facilitate adapted menu items for specific dietary requirements.

We will replace our conventional menu folders with either single use menus, or laminated options that are sanitised between each guest use.

We will encourage contactless payments where possible and the PDQ will be wiped down with a disinfectant wipe after each guest use.

Increasing frequency of cleaning with high grade disinfectants and sanitiser on all high-touch surfaces and shared spaces after each guest use

Team members serving will be wearing PPE to mitigate incidents when social distancing isn't possible, i.e. table service

Cutlery, crockery and glassware will be cleaned in dishwashers operating at a rinse of 82c. Cutlery, crockery, condiments, glassware will be brought to the customer with the food rather than customers helping themselves or left on the table.

Buffet service or displays of open food will not be permitted

Staff have been trained in food hygiene, health and safety awareness and have a covid-19 specific training. This will be updated as guidelines change.

Hourly checks and sanitation of all public toilets, cloakrooms, staircases, door handles etc. in public areas.

Any recorded music will be kept at background level. Dancing, singing and live performances are not permitted.

Where staff encounter items used by customers, they need to ensure that they wash their hands before moving on to another task.

## **TRACK, TRACE, PROTECT**

Staff rotas and sign-in and sign-out sheets will be kept keeping a track of staff on duty.

Guests staying overnight will have their details stored on PMS system. Name of each guest (over 18) to be added to the system and ensure that telephone numbers are also available.

All customers (i.e. dining guests) / visitors / contractors must complete a Track, Trace, Protect form. These can be found on reception and on the bar. Each form will need EVERY guest name (over 18) - not just the lead name - date of visit, time arrived, time of departure and contact telephone number. Each days forms to be filed daily in reception corrie file. These will be retained for 21 days. Should a staff member be concerned that the details given are false, businesses should make efforts to request verification e.g. from a driving licence.

The NHS Covid-19 app *does not* substitute the above requirement and is not essential or mandated.

## **CIVIL CEREMONIES**

A copy of our risk assessment has been sent to the local authority

Each licensed room will be checked for its new maximum capacity based on social distancing guidelines. Copies of these has been sent to local authority

The ceremony room will be sanitised prior to guest arrival, and after guest departure

Guests cannot stay within public spaces prior or after the ceremony unless tables are pre-booked – see Restaurant guidelines.

## **STAFF AT INCREASED RISK OR CLINICALLY EXTREMELY VULNERABLE**

Should a member of staff consider themselves at increased risk or clinically extremely vulnerable the company will undertake individual risk assessments. This group includes those who are: -

- Pregnant

- Aged 70 or older (regardless of medical condition)
- Under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):
  - Chronic (long term) respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
  - Chronic heart disease, such as heart failure
  - Chronic kidney disease
  - Chronic liver disease, such as hepatitis
  - Chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), a learning disability or cerebral palsy
  - Diabetes
  - Problems with your spleen – for example, sickle cell anemia or if you have had your spleen removed
  - A weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets or chemotherapy
  - Being seriously overweight (a body mass index (BMI) of 50 or above)

1 - 3 = Low Risk		Monitor & Maintain Controls		LIKELIHOOD OF HAZARD OCCURRING							
4 - 6 = Moderate Risk		Reduce risk further if possible		Rare	Unlikely	Possible	Likely	Almost Certain			
8 - 12 = High Risk		Prioritise action to control risk		<i>May occur but only in exceptional circumstances</i>	<i>Could occur but doubtful</i>	<i>The event will probably occur at some point</i>	<i>Will occur in most circumstances</i>	<i>The event is expected to occur in all circumstances</i>			
15 - 25 = Extremely High Risk		<b>Stop until risk is reduced</b>									
SERVERITY OF POTENTIAL INJURY / LOSS			X	1	2	3	4	5			
Negligible			1	1	2	3	4	5			
First Aid Treatment   Moderate financial loss											
Low			2	2	4	6	8	10			
Medical Treatment   Moderate loss of reputation											
Medium			3	3	6	9	12	15			
Excessive injuries 3-day lost time injury   Impact on quality of life   Major financial loss of reputation											
High			4	4	8	12	16	20			
Single death of any person   Permanent disability   Massive financial loss											
Very High			5	5	10	15	20	25			
Multiple deaths involving any persons   Crippling financial loss											
							Risk rating with control measures in place				
HAZARD	WHO MIGHT BE HARMED / AFFECTED	CONTROL MEASURE / ACTIVITY	ADDITIONAL CONTROLS REQUIRED				SEVERITY	LIKELIHOOD	RISK		
Spread of Covid-19 Coronavirus	<ul style="list-style-type: none"> <li>Staff</li> <li>Guests / visitors</li> <li>Contractors</li> </ul>	All staff to have a return to work interview	All employees must have a return-to-work interview and informed of new Covid-19 illness reporting procedures and protocols.				1	1	1		
		Training / communication	All staff to complete Coronavirus awareness training before returning to work.  We will update staff of changes in guidance or other situations relevant to Covid-19 by:				1	1	1		

			EMAIL STAFF NOTICE BOARD THROUGH LINE MANAGERS			
		Temperature Check	<p>When a visitor / guest / staff arrives in the building they will have their temperature taken at a control point. If their temperature is .37.8c, then access should be declined.</p> <p>Refer the person to NHS 11 &amp; consult your line manager</p> <p>Staff are only to enter the building through the designated staff entrance</p> <p>Hotel residents are only to enter through the main hotel entrance &amp; conservatory door for disabled access.</p> <p>Guests are to be advised of the temperature control procedure on booking and through their confirmation. Guests will be advised not to travel if they have any symptoms.</p>	2	2	4
		Site Visits / Sales reps	<p>Consider whether the visit is necessary. If not, consider other means of communication such as Skype / Zoom, telephone, or e-mail.</p> <p>Reception must be notified of all visitors in advance.</p> <p>Visitors will be advised not to travel if they have any symptoms and the meeting should be postponed</p> <p>If a visitor arrives at site unannounced, the same questions should be asked. The visitor should be requested their temperature to be taken, if their temperature is .37.8c, then access should be declined.</p>	2	2	4

			Visitors will be given a face mask to wear in communal areas, both front of house and back of house.			
		Contractors	<p>Contractors will be advised not to travel if they have any symptoms and the job be re-organised with a different contractor.</p> <p>Contractors will be requested their temperature to be taken. If their temperature is &gt;37.8c, then access should be declined.</p> <p>Contractors will be given a face mask to wear in communal areas, both front of house and back of house.</p> <p>Reception must be notified of all contractors in advance.</p> <p>If practical and to aid social distancing, areas of work should be closed off for duration of works, but PPE must be maintained if this is not possible.</p>	2	2	4
		Hand washing / sanitation	<p>Hand washing facilities with soap and water available and monitored by management.</p> <p>Hands must be washed on arrival to the building for work by the designated staff entrance.</p> <p>Stringent hand washing taking place.</p> <p>Guidance posters on display</p> <p>Drying of hands by disposable tissues in pedal type bins containing plastic bin liners, for receipt of used items. Bin bag contents are to be disposed of after tying in a knot.</p> <p>Hand sanitising in place where hand washing facilities are not readily available.</p>	2	2	4

		Cleaning	<p>In addition to regular front / back of house cleaning, housekeeping to undertake frequent cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, chair arms, stair banisters, offices including keyboards and telephones, lift buttons using appropriate cleaning methods and products.</p> <p>Where staff come into contact with items used by customers, they need to ensure that they wash their hands before moving on to another task.</p> <p>Training to be given and monitored by Management</p>	2	1	2
		Social distancing	<p>Reducing the number of persons in any work area to comply with the 2 metre regulations where physically practical.</p> <p>Staff are to maintain minimum interaction.</p> <p>Procedures will be put in place to minimise guest interaction, through use of telephone and emails.</p> <p>Room service trays will be left outside rooms for guest to take in.</p> <p>When management meetings are unavoidable, these must take place in a suitably social distanced conference room.</p> <p>Where possible and practical, home working will be encouraged. If any role can reasonably be adapted to allow this it will be considered.</p> <p>Staff must use internal technology such as telephone, email or video calling rather than visit in person. When face meetings are unavoidable, these must take place in a suitably social distanced conference room.</p>	2	3	6

			<p>When not practical, PPE must be worn to reduce risk of infection.</p> <p>In work areas where social distancing cannot be achieved due to layout or space limitations, the following must be considered: -</p> <ul style="list-style-type: none"> <li>• When not practical, PPE must be worn to reduce risk of infection</li> <li>• Can a change of layout / work practice / reduced or staggered staffing levels be practically achieved.</li> <li>• Can barriers be put in place.</li> <li>• When not practical, PPE must be worn to reduce risk of infection</li> <li>• Employees should work side by side or facing away from each other rather than face-to-face where possible, OOE must be used to further reduce risk.</li> </ul>			
		PPE	<p>New PPE requirements will be in place in all areas.</p> <p>All indoor working: Facemasks are required.</p> <p>Housekeeping: Additional face shields to be used for bathrooms and dealing with bodily fluids</p> <p>Proper procedure should be carried out for the fitting and removal of PPE and hand washed / sanitised accordingly.</p> <p>PPE must not be shared.</p> <p>Individual PPE will be provided.</p>	2	2	4
		PPE Disposal	<p>PPE waste should be put in a plastic rubbish bag in a foot operated bin and emptied and tied when full</p>	2	3	6



			<p>It should be put in a suitable and secure place and marked for safe storage</p> <p>Waste should be stored safely for at least 72 hours, after which it can be disposed of as general waste (or suitable disposed of as clinical waste).</p>			
		Housekeeping service	<p>Rooms only to be serviced on departure of guest.</p> <p>Stay over service to be reduced to emptying bins and freshening towels, toiletries and supplies if guest requests.</p> <p>Guests to be informed that they cannot be present in the room in order for housekeeping to enter room during their stay and HK to wear full PPE</p>	2	3	6
		Room maintenance	<p>Guests to be informed that they cannot be present in the room in order for maintenance to enter room during their stay and maintenance staff to wear full PPE</p>	2	3	6
		Cleaning chemicals	<p>Staff to be trained on appropriate products, contact times and order in which these are to be used.</p> <p>COSHH training to be carried out or in date for all employees</p>	1	1	1
		Sickness reporting / procedure	<p>Symptoms of Covid-19</p> <p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home immediately and advised to follow the stay at home guidance.</p>	2	3	6
		Shared facilities	<p>2 metres should be maintained between users.</p> <p>Notices promoting hand hygiene and social distancing should be placed visibly in these areas.</p> <p>Surfaces that are touched regularly will be disinfected / sanitised regularly. Staff will be expected to clean</p>	2	3	6

			<p>tables after use and dispose of rubbish in bins provided. Bins to be emptied at least once per day.</p> <p>Food not to be consumed in offices / workstations.</p> <p>All areas used for eating must be thoroughly cleaned at the end of each day and shift, including chairs, door handles etc.</p>			
		Shared equipment	<p>Any equipment used e.g. keyboards, telephones, maintenance equipment etc should be wiped with sanitiser wipes between each user and hand sanitation / washing protocols should be followed.</p>	2	3	6
		Smoking / Vaping breaks	<p>A distance of 2metres should be maintained between participants</p> <p>Breaks to be staggered to reduce numbers in smoking area</p> <p>Hands must be washed thoroughly after break on entrance to the building</p>	2	2	4
		Uniforms	<p>Where uniforms are worn, these should be washed at temperatures above 60c or a laundry sanitising agent used if the fabrics can't be washed at high temperatures.</p> <p>If a high temperature is not possible, and staff have sufficient uniforms, it can be left in a tied bag in a safe place for 72 hours and then wash as normal. This is especially necessary where uniform has come into contact with bodily fluids</p> <p>Uniforms must not be worn on the way to work as it could become contaminated. For staff not wearing uniform, e.g. admin / office staff, it is advised that staff change into their work clothes on arrival at work, if it is practical to do so.</p>	2	3	6

			Where uniforms aren't worn, e.g. admin / office staff, advise staff to wash clothes at the same temperature or left as above.			
		Toilets	<p>Close-off urinals next to each other, i.e. ensure there is an empty urinal between used ones.</p> <p>Surfaces that are touched regularly will be disinfected / sanitised regularly. Staff will be expected to empty bins at least once per day.</p>	1	3	3
		Ventilation	<p>Remove fans to avoid any recirculation of air.</p> <p>When cleaning bedrooms staff are to open the window immediately on entering</p> <p>When staff are working in the kitchen the extractor fan is to be always switched on.</p> <p>When staff are working in laundry room or/and maintenance the sliding back door is to be open. The laundry window is to be opened also.</p> <p>When staff are working in the servery the window should be opened</p> <p>When staff are working in the front and mid offices the reception desk doors and mid office doors must remain open.</p> <p>During service times the following should remain open:</p> <ul style="list-style-type: none"> <li>• Door between valley and conservatory</li> <li>• Door between Peterwells and conservatory</li> <li>• Peterwells restaurant door</li> <li>• Valley restaurant door (or the partition remain open)</li> <li>• Windows between main lounge and conservatory</li> </ul>	1	2	2

			<ul style="list-style-type: none"> <li>Partition between main lounge and gallery lounge</li> </ul> <p>All fire doors must remain shut, unless a door release system is in place</p>			
		Fire Assembly point	<p>The present fire assembly point of the “Main car park” will remain in place.</p> <p>Staff will be trained to remind themselves and others to keep socially distanced during this time.</p> <p>Guest welcome letters to note the location of the fire assembly point and to keep socially distanced</p>	3	1	3
		Menu adaptation	Initially we will run limited menus for quality assurance and to allow for lower staff levels due to social distancing guidelines and practicalities.	1	3	3
		Number of staff at work	Maximum staff capacity for The Falcondale is 13	1	1	1
		Customer capacity	Maximum capacity for The Falcondale is 130 guests. The coronavirus floor plan shows this in greater detail.	1	1	1
		Workflows	Staff to make sure there is minimal contact between other staff and guests and themselves during high traffic areas and busier service times.	2	3	6
Higher risk of Legionella whilst hotel is closed for a long period of time	<ul style="list-style-type: none"> <li>Staff</li> <li>Guests / visitors</li> <li>Contractors</li> </ul>	Legionnaires risk assessment	<p>Whilst hotel is closed the frequency of the checks to go from monthly checks to weekly checks.</p> <p>Recording of data to be kept within the current Legionnaires risk assessment file.</p>	2	1	2
Suspected Covid-19 case in our business	<ul style="list-style-type: none"> <li>Staff</li> <li>Guests / visitors</li> <li>Contractors</li> </ul>	Staff member or contractor presenting symptoms	<p>If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home immediately and advised to follow the stay-at-home guidance.</p> <p>Management team will contact the public health authority and take advice</p>	2	3	6

		<p>Guest / visitor presenting symptoms</p>	<p>If a guest presents themselves with symptoms of Covid-19 or is asymptomatic but declares the need the self-isolate they should be advised to self isolate according to current government guidance. This will apply to all guests that were present in the room.</p> <p>If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately.</p>	2	3	6
		<p>Hotel cleaning after a suspected contamination - Bedrooms</p>	<p>Isolate the room immediately.          Deep clean all surfaces in the bedroom – using a disposable cloth first clean hard surfaces with warm soapy water. Then disinfect these surfaces using normal chemicals. Pay particular attention to high touchpoint areas.          Double bag all laundry whilst transporting to laundry room.          Ensure no cross-contamination between loading and unloading of washing machine and dryer.          Steam clean soft furnishings and mattresses.          Consider the risk of areas that could have been contaminated before reaching the bedroom and on leaving the bedroom.          Before and after cleaning and bagging waste, wash hands with soap and water for 20 seconds, and dry them with a paper towel. Dispose of paper towel in the nearest bin.</p>	1	3	3
		<p>Hotel cleaning after a suspected contamination – Public Areas</p>	<p>Isolate the area immediately.          Deep clean all surfaces – using a disposable cloth first clean hard surfaces with warm soapy water. Then disinfect these surfaces using normal chemicals. Pay particular attention to high touchpoint areas.          Steam clean soft furnishings.          Consider the risk of areas that could have been contaminated before reaching this area and on leaving this area.</p>	1	3	3

			Before and after cleaning and bagging waste, wash hands with soap and water for 20 seconds, and dry them with a paper towel. Dispose of paper towel in the nearest bin.			
Stress / Mental health	Staff	Management will promote health and wellbeing awareness of staff	<p>Regular communication of mental health information</p> <p>Management to operate an 'open door' policy for employees who require additional support</p> <p>Regular communications where employees are home working</p> <p>Workloads to be monitored. Concerns with workloads are to be communicated to management.</p> <p>Employees to deem themselves as vulnerable or who feel that they are struggling are encouraged to communicate their needs / concerns with management.</p>	1	3	3

Risk assessment completed: 12<sup>th</sup> May 2021

Review: ongoing