



**THE  
FALCONDALE**

HOTEL & RESTAURANT  
GWESTY A BWYTY

26<sup>th</sup> December 2021

COVID 19

RISK ASSESSMENT and GENERAL POLICY

We are keeping ourselves updated and 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 going forward. These measures include but are not limited to: -

Updating systems of work to enable social distancing whenever possible – to comply with recommended distance between members of our team and our guests within 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:

- 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.

Because of the nature of the situation, 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: -

- Should you have Covid-19 symptoms do not enter the premises
- Please keep 2 metres apart
- 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 find a Welcome Letter in their room 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.

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.

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

## **CHECK OUT**

Room bills will be emailed to the guests before 8am on the morning of departure (if an email address has been supplied). Paper copies will be available at reception also.

Keys to be left in reception on departure.

## **BEDROOMS**

Bedroom access will be restricted. 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.

Should any guest NOT wish to have daily housekeeping please place your "Do not disturb" sign outside your bedroom door.

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

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.

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

## **ROOM SERVICE**

Room service menus for all mealtimes will be available from reception. 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**

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.

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.

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 a face covering (unless they have a reasonable excuse not to wear a face covering).

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**

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.

## **DELIVERY AND RECEIPT OF GOODS**

Receiving: Our team will continue to observe excellent respiratory and hygiene standards.

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.

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**

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

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.

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.

## **LAUNDRY**

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.

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

## RESTAURANT

As of 6am 26<sup>th</sup> December the maximum number of people that can meet indoors and 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.

Tables service only – guests will not be permitted to stand at the bar or wander around the indoor 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.

Guests will be encouraged to take a seat on arrival and be offered table service throughout their stay.

We will operate a booking system for mealtimes, including those just wanting a drink, coffee & cake etc. 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.

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.

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

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

Cutlery, crockery and glassware will be cleaned in dishwashers operating at a rinse of 82c.

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.

Any recorded music will be kept at background level.

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.

All dining / drinking customers / visitors / contractors must complete a Track, Trace, Protect form. These can be found on reception and at 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 the 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 will be available for guests to use, but does not substitute the above requirement and is not essential or mandated.

### **CIVIL CEREMONIES**

We will work with the local authority and provide a risk assessment and maximum capacity requirements when required to do so.

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 per-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
  - 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		Stop until risk is reduced							
SEVERITY OF POTENTIAL INJURY / LOSS		X		1	2	3	4	5	
<b>Negligible</b>		1		1	2	3	4	5	
First Aid Treatment   Moderate financial loss									
<b>Low</b>		2		2	4	6	8	10	
Medical Treatment   Moderate loss of reputation									
<b>Medium</b>		3		3	6	9	12	15	
Excessive injuries 3-day lost time injury   Impact on quality of life   Major financial loss of reputation									
<b>High</b>		4		4	8	12	16	20	
Single death of any person   Permanent disability   Massive financial loss									
<b>Very High</b>		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>	Training / communication	We will update staff of changes in guidance or other situations relevant to Covid-19 by:  EMAIL STAFF NOTICE BOARD THROUGH LINE MANAGERS				1	1	1
		Hand washing / sanitation	Hand washing facilities with soap and water available and monitored by management.  Hands must be washed on arrival to the building for work by the designated staff entrance.  Stringent hand washing taking place.				2	2	4

			<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>			
		Cleaning	<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>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 using appropriate cleaning methods and products.</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 us of telephone and emails.</p> <p>Room service trays will be left outside rooms for guests to take in.</p> <p>When managements meetings are unavoidable, these must take place in a suitably social distanced conference room.</p>	2	3	6

			<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, emails 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> <p>When not practical a face covering 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 a face covering 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>• Employees should work side by side or facing away from each other rather than face-to-face where possible. Face covering to be worn to further reduce risk.</li> </ul>			
		PPE	<p>New PPE requirements will be in place in all areas.</p> <p>All indoor working – a face covering is 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 washing / sanitised accordingly.</p> <p>PPE must not be shared</p>	2	2	4

			Individual PPE will be provided			
		PPE Disposal	<p>PPE waste should be put in a plastic rubbish bin and emptied and tied when full</p> <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	Guests to be informed that they cannot be present in the room in order for housekeeping to enter room during their stay.	2	3	6
		Room maintenance	Guests to be informed that they cannot be present in the room in order for maintenance to enter room during their stay.	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 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> <p>2 metres should be maintained between users.</p>	2	3	6

			Notices promoting hand hygiene and social distancing should be placed visibly in these areas.			
		Smoking / Vaping breaks	Hands must be washed thoroughly after break on entrance to the building  A distance of 2 metres should be maintained between participants	2	2	4
		Toilets	Surfaces that are touched regularly will be disinfected / sanitised regularly. Staff will be expected to empty bins at least once per day.  Close off urinals next to each other, i.e. ensure there is an empty urinal between used ones.	1	3	3
		Ventilation	Remove fans to avoid any recirculation of air.  When cleaning bedrooms staff are to open the window immediately on entering  When staff are working in the kitchen the extractor fan is to be always switched on.  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.  When staff are working in the servery the window should be opened  When staff are working in the front and mid offices the reception desk doors and mid office doors must remain open.  All fire doors must remain shut, unless a door release system is in place	1	2	2

		Fire Assembly point	The present fire assembly point of the “Main car park” will remain in place.	3	1	3
		Customer capacity	Maximum capacity for The Falcondale is 168 guests. The coronavirus floor plan shows this in greater details.	1	1	1
		Number of staff at work	Maximum staff capacity for The Falcondale is 15	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
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
		Guest / visitor presenting symptoms	<p>If a guest presents themselves with symptoms of Covid-19 or is asymptomatic but declares the need to 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
		Hotel cleaning after a suspected contamination - Bedrooms	<p>Isolate the room immediately.</p> <p>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.</p> <p>Double bag all laundry whilst transporting to laundry room.</p> <p>Ensure no cross-contamination between loading and unloading of washing machine and dryer.</p>	1	3	3

			<p>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>			
		Hotel cleaning after a suspected contamination – Public Areas	<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. 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
Stress / Mental health	Staff	Management will promote health and wellbeing awareness of staff	<p>Regular communication of mental health information Management to operate an ‘open door’ policy for employees who require additional support Regular communications where employees are home working Workloads to be monitored. Concerns with workloads are to be communicated to management. 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: 26<sup>th</sup> December 2021

Review: ongoing