

COVID19 Risk Assessment

ACTIVITY:	Safe operation of business	BUSINESS:	The Cleveland Bed & Breakfast 7 Cleveland Road Torquay Devon TQ2 5BD
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This risk assessment has been developed in order to address the hazards and risks associated with the business operation at the above address.

This risk assessment is to be strictly adhered to. In the case that the environment changes or Government guidance changes, the risk assessment must be reviewed and changed accordingly

HAZARDS IDENTIFIED:

- Spread of Corona Virus (COVID 19)
- Catching Corona Virus (COVID 19)

PERSONS AFFECTED:

- Guests of the bed and breakfast, visitors to the bed and breakfast, agency staff members, the owners of the bed and breakfast and their family

ASSESSED LEVEL OF RISK:

Severity (1-5)	4	x	Likelihood (1-5)	5	=	20	Risk	MAJOR
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CONTROL MEASURES:

The Control measures put in place to reduce the risks of the hazard are listed on the following pages.

In light of the continued high case rates across the country, we have assessed the risks and reached the decision that we will maintain **ALL** of our COVID secure policies and procedures until further notice.

Prior to guest arrival

The following information will be sent to the guests prior to arrival, to ensure full and clear communication of our COVID19 procedures and also to reduce the risks associated with the virus once they are staying with us.

- Booking confirmation email to include links to our website detailing our COVID19 policies and procedures
- Link to our updated terms and conditions, requiring an electronic acknowledgement prior to arrival
- Link to our online check in form, to be completed prior to arrival
- Link to our online Guidebook detailing all the information relating to their stay, including local attractions etc
- Any outstanding balance of payment will be taken remotely, 5 days prior to arrival, as per our terms and conditions
- Guest communication, both before and during their stay, should be conducted remotely wherever possible via Whatsapp, Messenger or telephone

Anyone who meets any of the following criteria **SHOULD NOT** travel to The Cleveland:

- Has a high temperature or a new persistent cough or a loss of taste and/or smell - follow the guidance on self-isolation
- Has knowingly come into contact with someone with any of the above symptoms within the last 7 days
- Is living with someone in self-isolation or should be self isolating themselves

If a guest has any reason to believe they will be unable to stay with us for any of the above reasons, they should contact us immediately on 01803 297522 to discuss their booking with us.

On arrival

Should a guest arrive presenting symptoms of COVID19 they will not be allowed to enter the premises and will be requested to return home immediately to follow the self-isolation procedure, as detailed by the Government

Car parking

- The Cleveland has free parking available for our guests
- Please note there is a steep drive up to the car park and parking spaces can be limited during busier periods
- The car park is not suitable for vans or larger vehicles
- Cars are parked entirely at the owner's risk. The Cleveland Guest House will not accept liability for any accident, loss or damage incurred
- Guests will be politely asked to be mindful of social distancing measures whilst using the car park

Face Coverings

We would kindly request that face coverings are worn on entering the property and in the communal areas, such as the hallway, on the stairs and landing and in the guest lounge and dining room. They can be removed once you are sat down, to eat and drink.

Social distancing

- Social distancing will be maintained, where possible, throughout the building
- Signage will advise and direct guests, as appropriate
- We will kindly ask all of our guests to be mindful and courteous to other guests, whilst on the premises, and to observe our directions at all times
- Other measures will be detailed throughout this document to ensure social distancing is maintained

Hand sanitiser

Hand sanitiser will be available at strategic points throughout the premises;

- At the front door for use before ringing the doorbell and entering the premises
- In the hallway for use when entering the breakfast room or guest lounge
- At the back door for use when coming back into the premises from the garden

We will kindly request that all guests use these facilities at all times whilst on the premises.

Signage will be used to remind guests of this request.

Check in

- Check in times will be staggered, where possible, to avoid bottlenecks
- Check in forms will be completed online, prior to arrival
- Any payments due will be taken in full, five days prior to arrival
- On arrival, guests will use the hand sanitiser available before ringing the doorbell
- Signage will direct the guest to use the hand sanitiser and to step back away from the front door
- On entering the premises, guests will be advised to stand in the hallway, to allow social distancing between us and them, whilst the check in formalities are completed
- Their room key will be left on the sideboard for them to pick up. Room keys will have been sanitised after the previous guests departure
- Guests will be shown to their room, maintaining social distancing. We will not enter the room with the guests
- If guests require assistance with baggage we will do so and place the bag in the room for them before they enter the room. Hands will be washed and/or sanitised both before and immediately afterwards

Breakfast

- Breakfast times will be staggered, to ensure social distancing can be maintained
- Breakfast times will be; 08:15 – 09:00; 09:15 – 10:00
- Breakfast times must be pre booked and adhered to
- We will not be able to accommodate guests who are late for breakfast
- Breakfast will be pre-ordered, online, by 9pm the prior evening, to ensure a smooth and timely breakfast service
- Hand sanitiser must be used before entering the breakfast room
- Guests must vacate the breakfast room at the end of their breakfast to ensure the smooth flow of service and to comply with social distancing requirements
- During breakfast service, where social distancing cannot be maintained, we will wear the appropriate PPE and follow hand washing protocols at all times
- There will be no breakfast buffet available to guests. All items will be served by us, from the kitchen
- After the guests have vacated the tables, all items, such as salt & pepper pots, will be sanitised. All tablecloths will be removed and replaced
- All items of crockery, cutlery etc will be washed in the dishwasher

Guest lounge / bar

- Hand sanitiser must be used before entering the lounge
- Guests will ring the bar bell for service
- We will use hand sanitiser before serving the guests drinks
- When the guests have left the lounge, tables, coasters etc will be sanitised
- All items of glassware etc will be washed in the dishwasher

Garden

- Hand sanitiser will be available at the back door to be used before re-entering the premises
- Signage will be displayed to advise guests of the above

Cleaning

- We have enhanced our already meticulous cleaning standards in line with Government Guidelines
- On guests departure, we will follow all of the relevant Government guidelines to ensure the room is ready and safe for the next guests arrival
- All touch points in guest bedrooms will be identified and appropriately sanitised
- All soft furnishings in bedrooms, public areas and the garden will be sprayed with an appropriate sanitiser after use, or on check out.
- All laundry, including pillow protectors etc, will be washed on a high temperature or sent to our laundry provider for washing
- All touch points in communal areas, such as front door handle, stair banister etc, will be identified and sanitised regularly
- If a guest requires their room to be serviced during their stay, we will wear the appropriate PPE and follow hand washing protocols, as necessary
- The public toilet will be regularly checked and sanitised, especially high-frequency touch points such as taps and toilet flush
- Single use paper towels will be provided in the public toilet, rather than a normal towel

Displaying COVID19 symptoms

Should a guest begin to present with any of the recognised COVID19 symptoms whilst staying at The Cleveland, they should;

- Inform us immediately by phoning 01803 297522
- Stay in their room until further advise is given
- Anyone else in their group must also stay in their room

Suspected COVID19 cases and guest self-isolation

If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, they should inform us, check out immediately and return home to request a test and self-isolate according to current government guidance.

They should use private transport but only drive themselves if they can do so safely.

If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.

If a guest cannot return home, they will be liable for ALL COSTS including, but not limited to; any additional nights stay, relocation of other guests booked into the room that they are occupying, all food and beverage costs, labour costs associated with providing any additional services.

Hotel cleaning after a suspected contamination

Whether an infection is confirmed or suspected relating to the premises, we will follow the specific guidance available relating to cleaning, which includes how to deal with bedrooms safely.

Please see separate guidance.

Deliveries

- Social distancing will be maintained at all times when receiving deliveries
- Hand washing procedures will be followed at all times

Waste disposal

- Waste will be disposed of through the normal channels
- Hand washing procedures will be followed at all times
- Any waste from a suspected COVID19 case will be stored separately for 72 hours before being disposed of in the normal way

Hand Washing

- Ensure soap and fresh water is always readily available and kept topped up
- Provide hand sanitiser where hand washing facilities are unavailable
- Regularly clean the hand washing facilities and check soap and sanitiser levels
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

PPE

- PPE will only be used as a last resort, or where social distancing cannot be maintained and will be in line with Government guidelines

Toilet Facilities

- Wash hands before and after using the facilities
- Enhanced cleaning regimes for toilet facilities particularly door handles, locks, and the toilet flush
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

Agency staff return and fitness to work

- A return to work conversation will be held with our agency staff member to ensure the safety of everybody on the premises
 1. Any pre-existing conditions
 2. Shielding or living with someone shielding
 3. Living with a doctor / nurse
 4. Displaying symptoms of COVID19 or living with someone with symptoms
 5. Been close to someone who now has COVID19
 6. Method of travel to and from work
 7. This review will be carried out regularly

Agency staff develop COVID19 symptoms whilst at work

- They will be sent home and asked to follow the self-isolating guidance
- If they have difficulty breathing, emergency assistance must be sought
- Any potential touch points that the infected person may have touched will be sanitised using the appropriate PPE and guidelines

