

COVID-19 RISK ASSESSMENT

Business Name and Address: Dowfold House Bed and Breakfast, Dowfold House, Low Jobs Hill, Crook, DL15 9AB, UK - hereinafter referred to as "DH"

Type of Operation (B&B, guesthouse or independent hotel): B&B

Services Provided: sleeping accommodation, breakfast, refreshment on arrival

Name of Person who has developed this document: John (Rupert) Richardson

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.

Risk points and Risk Mitigation

General

- ❖ DH staff will wash hands before and after every guest interaction
- ❖ DH staff will wear face masks for all guest interactions
- ❖ Facemasks and covered bins will be available in every room
- ❖ Rooms will be left unoccupied for at least 24 hours between guests, and deep-cleaned
- ❖ All disposable/re-usable items will be changed – bed and bathroom linen, toiletries, guest refreshment trays after each set of guests
- ❖ All surfaces and touch points – especially handles – will be treated with antiviral sprays/wipes after each set of guests
- ❖ Rooms will not be serviced or cleaned during a guest's stay. If extra toiletries, refreshments, are required, these will be left out for guests to take as desired

Arrival

- ❖ Guests will have been asked to provide names of all visitors in the party and contact details for lead guest prior to arrival
- ❖ Guests will have been asked to provide expected time of arrival and to contact DH if this changes. DH will aim to stagger the arrival times for different parties of guests. No more than three parties of guests will be staying concurrently
- ❖ A Covid-19 statement will be in every room, explaining how to use room facilities, order breakfast and obtain fresh materials for the room. It will also cover departures protocols, below
- ❖ Staff will wear facemasks and/or visors at all times when in proximity to guests
- ❖ Guests will be asked to wear masks in shared spaces

Check in

- ❖ Normally done on line; if extra information is needed, a check-in form will be provided, and a complimentary/disposable pen
- ❖ Guests will be able to register via QR code on the NHS Test and Trace app

Finding room

- ❖ On arrival, guests will be asked to phone from the drive. DH will meet them at the door and lead them to their rooms, maintaining social distancing.

Welcome refreshments

- ❖ A welcome refreshment tray will be offered to each party, to be served in the sitting room, conservatory or patio as appropriate. The guests will come down for this and it will be provided on a tray. On completion, everything on the tray will be disposed of or dish-washed, or sanitised for re-use. Touch points in the room used will be sanitised.

Shared spaces - landings, stairs, hall ways

- ❖ Hand-washing facilities, including hand-sanitiser and disposable towels, will be available in every room, and in shared spaces. Touch points in shared spaces will be sanitised after guest use and/or at least daily as required

Sitting room, Conservatory, Patio and front garden.

- ❖ These are available for guest use.
- ❖ Only one set of guests at a time may use each.
- ❖ Touch points in the room/space used will be sanitised after each use.
- ❖ Two set of guests may be in the garden, but must observe social distancing – at least 2m apart.

Drive

- ❖ There is ample parking space on the drive. Guests will be asked to maintain social distancing while using the drive

Breakfast

- ❖ Preparing breakfast room
 - The breakfast room will be sanitised before each breakfast service, and between groups of guests
 - The breakfast table(s) will be laid with all fresh crockery, cutlery, condiments and table linen for each set of guests
 - Only one set of guests will be in the breakfast room at any one time
 - There will be no buffet service; all items need to be specifically ordered.
- ❖ Ordering breakfast
 - Guests will be asked to order breakfast the night before, and to agree a time for breakfast. Times will be staggered to allow for change-over between guests
- ❖ Preparing breakfast
 - Breakfast will be prepared according to current hygiene and Covid-19 standards and delivered to guests by DH staff. Masks will be worn and hands washed before and after delivery

Entering and leaving premises

- ❖ Guests can come and go as they please, but are asked to maintain social distancing and to wear masks while using shared spaces. If one set of guests is entering or leaving, others are asked to wait a few minutes until they have done so. Only one set of guests should be in shared spaces at any one time.

Departure

- ❖ Guests are asked to “book” a departure time, so DH can ensure that such times are staggered between sets of guests. Only one set of guests should be in shared spaces at any one time.

Changing rooms over

- ❖ There will be a gap of at least 24 hours between guests in each room, to facilitate deep-cleaning and sanitisation of the rooms.
- ❖ All bedding and bathroom linen will be fresh for every guest.
- ❖ No reading material will be provided in rooms, except for sanitised plastic-coated and/or laminated material
- ❖ Items that need to be sanitised between guests will carry a seal/sticker stating that this has been done.

Prerequisites

Back to work (fitness to work) policy

- ❖ If any staff show symptoms of Covid 19, or are asked to self-isolate as part of Track and Trace, the business will close immediately until the isolation period is up or until a test can be taken, as appropriate

First Aid

- ❖ A sealed First Aid kit is available and will be given to guests on demand, for their own use. Any other intervention has to be by a paramedic or other qualified health professional

Smoking or vaping

- ❖ Smoking or vaping is not permitted indoors; if guests need to smoke/vape, they must do so outdoors and dispose of the results in bins provided