

COVID-19 – Risk assessment

Example points of customer contact	What is the risk?	Level of Risk (High, Medium, Low)	Level of impact (High, Medium, Low)	Additional control measures to manage Coronavirus risk	Who will action?	When to be actioned by	Update controls
Office	Risk of contact with others or with surfaces that might be contaminated	Low	High	Office staff work from home or work in isolation in office. Office staff to use toilets at Northend only. Any risk in relation to accessing refreshments, toilets, phones and computers will be mitigated by careful social distancing and scrupulous and frequent anti-viral cleaning of all items touched by more than one person. Ask event organiser for a risk assessment for their event. Get contact details of all visitors prior to arrival	Office staff	August 2020	
Show rounds for prospective clients	Risk of contact with others or with surfaces that might be contaminated	Low	High	Open doors beforehand and maintain distancing. Clean any possible contaminated surfaces afterwards. Use hand gel on arrival Serve any refreshments as required take care to clear and clean afterwards	Bernadette or Sue	August 2020	
Supplier deliveries	Risk of contact and contamination of surfaces and handles etc. Risk of receiving contaminated goods	Medium	High	Social distanced handover at entrance, with staff wearing mask or visor Clean any surfaces that might be contaminated. Wash hands after handling delivered goods. Record name, name of company and time	Relevant staff member – hospitality or maintenance	August 2020	

Tradesmen	Risk of contact and contamination of surfaces and handles etc. Risk of receiving contaminated goods	Medium	High	Tradesmen, if needing access to the building, to wear mask or visor. Use hand gel on arrival. Open doors beforehand and maintain distancing. Clean any possible contaminated surfaces afterwards. Record name, contact details, name of company, arrival and departure times.	Relevant staff member – hospitality or maintenance	August 2020	
Arrival of clients (outside)	Meet and greet could expose either party to airborne infection	Low	High	Maintain social distancing and wear face visor. Do not handle luggage, unless a visitor is unable to carry their own luggage upstairs due to disability or limited strength. If this is the case, staff member to wear gloves. Ask clients to wear masks.	Relevant hospitality team member	August 2020	
Entering the venue	Possible contamination of surfaces. Possible airborne infection	Low	High	Open doors in advance (where possible), Otherwise sanitise door handles etc. afterwards. Hand sanitiser available at point of entry. Inform arriving guests of the hand sanitisers location and availability. Initial contracting with clients regarding safety protocols verbal & printed A4	Relevant hospitality team member	August 2020	
Showing bedroom	Staff guide people to their room – corridor doors open in advance	Low	High	Staff not to handle luggage, unless a visitor is unable to carry their own luggage upstairs due to disability or limited strength, and in this case a staff member would wear gloves. Recommend clients to handwash in room Covid-19 protocol briefing sheet in each room	Relevant hospitality team member		

<p>Inside common space including corridors</p>	<p>Risk of person-to-person contact, contaminated surfaces and airborne infection</p>	<p>Medium</p>	<p>High</p>	<p>All doors to be wedged open during daytime. Maintain good ventilation. Maintain distancing. Hand wash or sanitiser available. Surfaces and handles etc. cleaned daily. Fire doors to be closed at night</p>	<p>Relevant hospitality team member Visitors also</p>		
<p>Meeting rooms</p>	<p>Possible infection through contact with contaminated furniture</p>	<p>Medium</p>	<p>High</p>	<p>Meeting rooms deep cleaned between groups. Fogging with Hypochlorous acid on departure and where possible between sessions. Take care to wipe down with soapy water any surfaces (tables, chair arms etc) that could have been contaminated– before and also after an event and where possible in the course of events when participants are taking time away from their meetings. Ventilate the spaces during and after events All pens & paper trays removed (stored in bags for 72 hours) after each event. Participants have designated place and also individual water bottle with name tags tied to neck Put bin liners in bins 1 metre plus observed – see below.</p>	<p>Relevant hospitality team member Visitor also</p>	<p>August 2020</p>	
<p>Dining room (former Northend meeting room) Tutors office repurposed as servery</p>	<p>Risk of infection through person-to-person , contact with contaminated surfaces and airborne infection</p>	<p>Medium</p>	<p>High</p>	<p>We have adopted 1 metre plus to include: Doors to be wedged open. Maintain good ventilation. Maintain distancing Table set up as U-shape - People sit side by side, not face to face Hand sanitiser available Surfaces, light switches, door handles etc. cleaned between meals Client usually occupy same seat No sharing of serving utensils, dishes etc Regular handwash or sanitise</p>	<p>Relevant hospitality team member Visitors also</p>	<p>August 2020</p>	

				<p>No shouting or singing Staff to wear visors</p> <p>Fogging with Hypochlorous acid between meals Surfaces, light switches, door handles etc. cleaned between meals</p>			
<p>Breakfast, lunch and dinner food service In Northend meeting rooms</p>	<p>Risk of infection through person-to-person, contact with contaminated surfaces and airborne infection</p>	Medium	High	<p>Individual ordering at breakfast including cereals, juice, teas, coffees and condiments.</p> <p>All meals plated up – no sharing of dishes or condiments. Individual salt, pepper, sugar on request.</p> <p>Staff to wear face visors and wash hands frequently while serving, laying and clearing of tables</p>	<p>Relevant hospitality team member</p> <p>Visitors also</p>	August 2020	
<p>Tea and coffee breaks in Bennett's Lounge</p>	<p>Risk of person-to-person contact, contaminated surfaces and airborne infection</p>	Medium	High	<p>Individual service & Individual ordering Staff to wear face visors and wash hands frequently</p> <p>Cups with saucers allow biscuits to be served</p>	<p>Relevant hospitality team member</p> <p>Visitors also</p>	August 2020	
<p>Public toilet areas</p>	<p>Visitors generally use toilets in their rooms.</p> <p>Restricted use of shared facilities</p>	Low	High	<p>Regular cleaning of shared facilities after each break.</p> <p>Northend Bathhouse, Handiloo & toilet at top of stairs to be kept for staff only</p> <p>Bennett's toilets for visitors only – social distancing to be maintained.</p>	<p>Relevant hospitality team member</p>	August 2020	
<p>Bar & conservatory (Northend)</p>		Medium	High	<p>Social distancing to be maintained – visitors to spread out in bar & conservatory.</p>	<p>Hospitality team clean and set-up.</p>	August 2020	

	Risk of person-to-person infection, infection from contaminated surfaces and airborne infection			<p>Fridge door to be wiped frequently. Take care not to contaminate goods and surfaces.</p> <p>Regular handwashing when getting drinks Avoid multiple touching of glasses and bottles</p> <p>One person behind the bar at any one time.</p>	<p>Visitors - Covid Protocol briefing and signage provided</p>		
Bedrooms	Risk of person-to-person infection, infection from contaminated surfaces and airborne infection	Low	High	<p>Rooms deep cleaned between occupancy. Where possible room to be left for 72 hours before cleaning. If this is not possible we fog 1 hr after vacating the room. Follow 20 mins later to clean room.</p> <p>Pillows and duvets to be replaced between stays and stored for minimum 24 hours.</p> <p>Rooms not normally serviced during occupancy</p> <p>New toiletries and spare toilets roll issued in the room prior to arrival. Any unused items to be stored in a bag for minimum of 24hrs labelled and dated.</p> <p>Lock rooms that are clean but not in use. Sign off each room after cleaning</p> <p>If rooms cannot be left fallow, ask clients to strip their beds – put bedding in one bag and towels in another</p>	<p>Simon for fogging & Relevant hospitality team member</p>	August 2020	
Kitchen	Risk of person-to-person infection, infection from contaminated	Low	High	<p>Maintain social distancing Wash hands frequently</p>	<p>Hospitality team member</p>	August 2020	

	surfaces and airborne infection			<p>Only ever 2 people in the kitchen – wash hands when entering the kitchen.</p> <p>Kitchen surfaces, floor, shared equipment to be sanitised between shifts</p>			
After client departure	Check with event organiser after a week and 2 weeks if any participant has been infected	Low	High	See below for action if infected	Office	August 2020	
Participant reporting COVID-19 symptoms while on site	Spread of infection	High	High	<p>Isolate individual and anyone who thinks they may be at risk. Contact CDC for this person to be tested. If positive they need to arrange evacuation from High Trenhouse so as to not put everyone else at risk.</p> <p>Staff and rest of participants to be tested, review situation and consider further actions.</p> <p>Leave their bedroom for 72 hours before commencing cleaning. Fog all shared spaces.</p>	Participant	August 2020	
Participant reporting COVID-19 symptoms after an event	Spread of infection	Low	High	<p>The organiser to inform us urgently as well as report to their relevant authorities and support all contact tracing work. All staff and current group to be tested, review situation and consider further actions.</p>	Participant & event organiser	August 2020	
Local lockdown taking effect in area of High Trenhouse during visit	Spread of infection	Low	High	<p>Prepare for controlled evacuation of visitors, with protection.</p> <p>Or if necessary, cancel forthcoming events</p>	Office team	August 2020	

National spike in infection rate with lockdown reintroduced	Spread of infection	Low	High	Business closed Forthcoming bookings cancelled	Office team	August 2020	
---	---------------------	-----	------	---	-------------	-------------	--

Example points of customer contact	What is the risk?	Level of Risk (High, Medium, Low)	Level of impact (High, Medium, Low)	Additional control measures to manage Coronavirus risk	Who will action?	When to be actioned by	Update controls
Staff, before returning from furlough	Introducing infection	Low	High	Staff to monitor any Covid 19 like symptoms and if they feel any such symptoms, they will get a test and await the results before coming to work. Report movements in previous two weeks and any risks incurred	All staff	August 2020	
Staff travel to and arrival at work	Person-to person infection, infection from contaminated surfaces and airborne infection	Medium	High	Staff to minimise shared travel Leave possessions in car or bath house Handwash on arrival	All staff	August 2020	
Staff working practices	Person-to person infection, infection from contaminated surfaces and airborne infection	Medium	High	Maintain social distancing. Wash hands regularly Use PPE as necessary Wipe down shared equipment before and after use e.g. mop, broom, vacuum cleaner	All staff	August 2020	
Staff toilets	Person-to person infection, infection from contaminated surfaces and airborne infection	Medium	High	Handy loo & Bathhouse to be designated staff toilets only Toilet areas to be cleaned regularly.	All staff	August 2020	
Break	Person-to person infection, infection from contaminated surfaces and airborne infection	Medium		Staff to take lunch in old dining room, own vehicle or garden away from guests, where distancing can be easily maintained. Handwash before and after Clean surfaces afterwards	All staff	August 2020	

Handovers	Person-to person infection, infection from contaminated surfaces and airborne infection	Medium	High	Held in old dining room not in the kitchen Maintain distancing. Clean surfaces afterwards	Hospitality team & office team	August 2020
Corridors	Person-to person infection, infection from contaminated surfaces and airborne infection	Medium	High	Maintain distancing. One-way system where possible. Daily cleaning of surfaces, switch plates, handles etc.	All staff	August 2020
Storage rooms	Person-to person infection, infection from contaminated surfaces and airborne infection	Low	High	Only one person at a time. Clean shared equipment after use Daily cleaning of surfaces, switch plates, handles etc. Handwash or sanitiser	Hospitality team	August 2020
Staff reporting symptoms of COVID-19 at work	Person-to person infection, infection from contaminated surfaces and airborne infection	Low	High	Immediate evacuation and isolation of that person. Report to CDC Staff and participants currently on site to be tested. Review situation and consider further actions. If positive, consider whether we need to inform previous groups as well	Relevant person Office Team	August 2020
Staff reporting symptoms of COVID-19 at home	Person-to person infection, infection from contaminated surfaces and airborne infection	Low	High	Isolation of that individual and lockdown of all others who may have had contact with that person	Relevant person Office Team	August 2020