

The Director and Hotel Manager carried out the risk assessment at the Hand Hotel Llangollen. The business employs 11 permanent and 8 part time staff working a variety of shifts to prepare, cook and serve food. And to accommodate guests and serve alcoholic beverages to guests as well as host meetings for customers.

How was the risk assessment done?

The manager followed the guidance in *Five steps to risk assessment* (www.hse.gov.uk/pubns/indg163.pdf).

1 To identify the hazards and risks, the Director and manager:

- looked at the guidance on HSE's web pages for catering and hospitality and the employment of young people.
- walked around the Hotel, kitchen, Bar, Corridors, toilets, and all other areas, noting things that might pose a risk and taking HSE's guidance into consideration.
- talked to staff to learn from their knowledge and experience, and to listen to their concerns and opinions. She paid attention to the requirements for ensuring the young person's safety.

- looked at the previous COVID 19 Risk Assessment and what further procedures could enhance the COVID 19 safety

2 The Director wrote down who could be harmed and how.

3 The Director then wrote down what controls, if any, were in place to eliminate or reduce the likelihood of somebody catching COVID 19. She compared these controls to the good practice in HSE's guidance. Where she did not consider the existing controls to be good enough, she wrote down what else needed to be done.

4 The Director put in place the actions the risk assessment identified, as necessary. She discussed the findings with staff, pinned it up in a prominent place so that all staff could see it and held a training day for all staff.

5 The Director decided to review the risk assessment when Government Guidance changed or straightaway if major changes in the workplace happened.

Date of risk assessment: 26/06/2020, updated 14/09/2020 updated again on 31/03/2021 in preparation for reopening updated again 19/04/2021 after guidance and the 14/05/2021 received from UK Hospitality Cymru updated on 09/08/2021

What are the hazards?	Who might be harmed and how?	Controls Required?	What further action is necessary?	Action by who?	Action by when?	Done
Spread of Covid-19 Coronavirus	<ul style="list-style-type: none"> • Staff • Visitors to your premises • Cleaners • Contractors • Drivers • Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions • Anyone else who physically comes in contact with you in relation to your business 	<p>Hand Washing</p> <ul style="list-style-type: none"> • Hand washing facilities with soap and water in place. • Stringent hand washing taking place. • See hand washing guidance. • https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ • Bremmer Air twister Dryers installed in the ladies and gents as these dryers have HYGIENIC HEPA FILTER - Our electric hand dryer for commercial toilets is fitted with a HEPA Filter and antibacterial coating that protects against dust and dirt, capturing 99.95% of bacteria from the room before blowing on hands. • Staff encouraged to protect the skin by applying emollient cream regularly • https://www.nhs.uk/conditions/emollients/ • Gel sanitisers in any area where washing facilities not readily available 	<p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p> <p>Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme https://www.hse.gov.uk/skin/professional/health-surveillance.htm</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - https://www.publichealth.hscni.net/news/covid-19-coronavirus</p> <p>Posters, leaflets and other materials are available for display.</p>			

		<p>Cleaning Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.</p> <p>Social Distancing Social Distancing -Reducing the number of persons in any work area to try and keep our distance from one another</p> <p>We have purchased Floor Guidance, and Hand Sanitising stations.</p> <p>We have encouraged to use their credit card details for their stay</p> <p>PPE Masks have been provided but they are now optional as we are a hospitality businesses</p> <p>Hand Sanitisers, Spray fabric disinfectant and disinfectant has been purchased</p>	<p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Rigorous checks will be carried out by the Department Manager to ensure that the necessary procedures are being followed.</p> <p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to.</p>			
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		<p>Night Porters are aware they should keep the guest's sanitiser stations stocked every night this will be re stocked.</p> <p>Toilets have sanitising and regular cleaning is undertaken</p> <p>Signage has been updated throughout the hotel to ensure (where feasible and possible that a two metre distance is kept at all times for guests and staff)</p> <p><u>Symptoms of Covid-19</u> If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance.</p> <p>The Manager and the Director will maintain regular contact with staff members during this time, as per our sickness and health monitoring policy</p> <p><u>Delivery Drivers and Contractors</u> Procedures in place for Drivers to ensure adequate welfare facilities available during their work</p>				
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		<p><u>Mental Health and Stress Risk Assessment has been completed</u> Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help Reference - https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/ www.hseni.gov.uk/stress</p> <p><u>VENTILATION: Keep windows and doors open to keep ventilated</u></p>	<p>The Manager and Directors will offer support to staff who are affected by Coronavirus or has a family member affected.</p> <p>Regular communication of mental health information and open door policy for those who need additional support.</p>			
		<p>We have developed Guidelines for Guests that will be pinned in all appropriate areas surrounding the hotel</p>	<p>Staff will request guests to follow the guidance</p>	ALL	ONGOING	
		<p>We have development Guidelines and Action Plans following this risk Assessment that all Staff must comply with. And also Safety</p>				

		<p>Policy for Guests informing them of our measures attached to the risk assessment</p> <p>This includes Cleaning Protocols Safe use and providing of PPE Extra Disinfectant of Tables and seats on arrival and departure of each guest from Bar, Bistro and Restaurant. Extra Deep Cleaning of Bedrooms Corridors and all areas</p> <ul style="list-style-type: none"> <input type="checkbox"/> Remote Controls, Telephones, Lights Switches, Doors, Sinks Toilets, Shower Screens, Shower Taps, Bath Matts, Kettles, heat controls, plugs, menus, and all surfaces and chairs, curtains to be disinfected with enhanced cleaning products on top of standard cleaning. <p>Staff informed how to maintain social distancing in all areas Signage on Corridors to inform guests.</p>	.			
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Risk Assessment review on Welsh Government Guidance Updates _____

SAFETY POLICY - COVID 19

In addition to our ongoing Health and Safety Policy and our Risk Assessments. We have introduced a new COVID 19 safety policy. This identifies the specific measures we have introduced for your safety during your stay with us.

General COVID safety guidelines for all staff and guests, delivery drivers and contractors

- All staff have been trained on the necessary COVID-19 behaviours and protocols.
- Health & sickness policy in place for all staff.
- All staff will undertake temperature checks which are recorded prior to commencement of shifts.
- Hand sanitisers are available for use in all appropriate public places.
- The appropriate HSE COVID-19 signage detailing protocols displayed in public places.
- Regular and enhanced cleaning of public areas with appropriate disinfectant products.
- Social distancing signage
- Contactless payment options available all payment points up to value of £45. Card details that are obtained on booking can be retained for use during guests stay to reduce contact with staff.
- Delivery drivers to contact hotel via reception. Doors or drop hatches will be opened, and then stock will be placed in those areas.
- Empty barrels are to be rolled up the cellar shaft before the driver arrives to ensure there is no contact.
- Mail to be put straight into the mailbox outside, parcels being delivered to the hotel, will require signature through the screen protection. We will no longer be able to accept mail from guests to post onwards.

Specific COVID safety guidelines Hotels/accommodation:

- Breakfast, now back to buffet service, guests can request table service if this wish.
- Guest rooms are cleaned and disinfected with enhanced cleaning products after each guest's departure.
- Remote Controls, Telephones, Lights Switches, Doors, Sinks Toilets, Shower Screens, Shower Taps, Bath Mats, Kettles, heat controls, plugs, menus, and all surfaces and chairs, curtains to be disinfected with enhanced cleaning products on top of standard cleaning.

Further Safety Measures

- Hand sanitisers provided at the entrances for guest use.
- Corridors and Stairs - Travel signs up and along to keep left, and down and along the corridors or stairs keep to the Left.
- All of our water pipes have been disinfected by Aquatrust to ensure they are safe to drink, clean and wash in.
- Line Cleaning is performed every week to a very high standard for our beers.
- All General areas disinfected regularly, toilet handles, toilets, taps, doors, chairs.
- Fire Doors to be left open on Automatic Fire Door Closures to decrease the need to touch but to allow safety protocols to be met in case the Fire Alarm is activated they will automatically close.

Restaurants/Pubs/ Housekeeping/Reception:

- All staff provided with the appropriate personal protection equipment, for example - face masks, face shields, it is up to them if they wish to keep wearing them now the guidelines have changed. Staff to wash their hands or disinfect every 20 minutes if PPE is removed, and at regular intervals throughout the day if wearing PPE. We would ask guests to ensure they use the hand sanitiser provided at regular periods please.

I hereby confirm that the above is accurate and in place.

Signature: 

Louise Holland Date 09/08/2021
Managing Director