

THE HORSESHOE & CASTLE RISK ASSESSMENT 2020

HAZARD:

Spread of Covid-19 (Coronavirus)

WHO IS AT RISK:

Front of House Staff
 Kitchen Staff
 Housekeeping Staff
 Contractors
 Delivery Contractors
 B&B Guests
 Restaurant Customers
 Bar Customers
 Vulnerable Groups:
 Elderly, Pregnant workers/customers and those with underlying health conditions
 Anyone who physically comes onto the premise

CONTROLS REQUIRED	ADDITIONAL CONTROLS	ACTION BY WHO?	ACTION BY WHEN?	DONE
HAND WASHING				
HAND WASHING Hand Washing facilities with soap and water in place.	HAND WASHING: 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.	Site Manager	Staff training by: 04/07/2020 Staff to be reminded daily.	✓
TISSUES: Tissues to be made available throughout the workplace.	TISSUES: Employees to be reminded to catch coughs and sneezes in tissues and to avoid touching face, eyes, nose, or mouth with unclean hands.	Site Manager	Staff training by: 04/07/2020 Staff to be reminded daily.	✓
GEL SANITISER: Gel Sanitiser to be made available in any area where washing facilities not readily available.	GEL SANITISER: Employees to be reminded on a regular basis to use Gel Sanitiser throughout their shift.	Site Manager	Staff training by: 04/07/2020 Staff to be reminded daily.	✓
SIGNAGE: Display posters, leaflets and other materials regarding public health and safety.	SIGNAGE: To help reduce the spread of Coronavirus, display posters/information to remind everyone of the public health advice.	Site Manager	All signage to be displayed by: 04/07/2020.	✓

CLEANING

<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, tills, and computers using appropriate cleaning products and methods.</p>	<p>CLEANING: Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed. Bar staff will carry disinfectant sprays to ensure all touchpoints are cleaned constantly.</p>	Site Manager	Deep clean will be in place daily. Constant sanitising of touchpoints will be carried out throughout.	✓
<p>HOUSEKEEPING: Ensure all guests rooms within the B&B are disinfected to a high standard.</p> <p>Tea/Coffee/Milks/Biscuits/etc will be stored in a separate sanitised box which will be given to guests on arrival.</p> <p>All housekeeping staff to adhere to hand washing government guidelines.</p>	<p>HOUSEKEEPING: Housekeepers will be wearing the correct PPE and dispose of guest's waste appropriately. Disposable laundry bins will be located in every room for guests to dispose of their dirty towels whilst reducing the risk of contamination.</p> <p>A checklist of all hand contact services to be cleaned when visitors vacate.</p>	Site Manager	Daily.	✓
<p>ROOM KEYS: Ensure rooms keys are sanitised between guests.</p>	<p>ROOM KEYS: Line Managers will ensure all room keys are disinfected every time a guest vacates.</p>	Site Manager	Daily (or when a guest vacates).	✓
<p>HANDLING OF MOBILE PHONES: Ensure staff mobile phones are sanitised before shifts to avoid cross-contamination</p>	<p>HANDLING OF MOBILE PHONES: Sanitised gloves to be used before touching a mobile phone and afterwards.</p>	Site Manager	Staff training by: 04/07/2020. Staff to be reminded daily.	✓
<p>CUTLERY/CONDIMENTS: Minimising customer self-service of food, cutlery, and condiments to reduce risk of transmission.</p>	<p>CUTLERY/CONDIMENTS: All cutlery and condiments will be served with meals only.</p>	Site Manager	Staff training by: 04/07/2020.	✓
SOCIAL DISTANCING				
<p>SOCIAL DISTANCING: Reducing the number of persons in any work area to comply with the 2-metre gap recommended by the Public Health Agency.</p>	<p>SOCIAL DISTANCING: 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>	Site Manager	Staff training by: 04/07/2020 Staff to be reminded daily.	✓
<p>LIMITS ON GATHERINGS: Making customers aware of, and encouraging compliance with, limits on gatherings.</p>	<p>LIMITS ON GATHERINGS: Indoor gatherings are limited to members of any two households (or support bubbles); while outdoor gatherings are limited to members of any two households (or support bubbles), or a group of at most six people from any number of households.</p>	Site Manager	Staff training by: 04/07/2020. Posters to be displayed by: 04/07/2020.	✓

FUNCTIONS/EVENTS: All functions and events are not permitted until further notice.	FUNCTIONS/EVENTS: Information to be posted on the website regarding all functions/events are not permitted until further notice.	Site Manager	Website updated by: 04/07/2020.	✓
TABLE SERVICE: Provide table service for food and drinks to ensure social distancing is in place with customers.	TABLE SERVICE: Appropriate social distancing signage located in the bar areas. Complete redesign of table layouts to adhere to the 2-metre gap recommended by the Public Health Agency.	Site Manager	Signage to be displayed by: 04/07/2020. Table layout to be arranged by: 04/07/2020.	✓
QUEUEING SYSTEM: Managing outside queues to ensure they do not cause a risk to individuals.	QUEUEING SYSTEM: We will be introducing a queueing system ensuring 2-metre regulations are adhered to.	Site Manager	Queueing system in place: 04/07/2020.	✓
TOILETS: Implement a system where social distancing guidelines are adhered to.	TOILETS: Social Distancing signage with external vacant/engaged signs to avoid any congregation in the toilet areas.	Site Manager	Signage to be displayed by: 04/07/2020.	✓
CONTACTLESS PAYMENTS: Encouraging contactless payments where possible.	CONTACTLESS PAYMENTS: Card readers location will be adjusted to social distancing guidelines.	Site Manager	Staff training by: 04/07/2020. Card readers relocated by: 04/07/2020.	✓
B&B GUESTS: Ensure when guests are checking in that they use gel sanitiser on arrival and adhere to social distancing regulations.	B&B GUESTS: An external route for room guests to ensure social distancing rules are followed and hands are sanitised upon entry. Check-in times will be staggered.	Site Manager	Staff training by: 04/07/2020. To be carried out upon arrival of guests.	✓
MUSIC: There is an additional risk of infection in environments where you or others are singing, chanting, shouting, or conversing loudly. This applies even if others are at a distance to you.	MUSIC: Our music levels will be at a minimum to avoid customers having to raise their voices or converse loudly.	Site Manager	Staff training by: 04/07/2020. Staff to be reminded daily.	✓
PPE (PERSONAL PROTECTIVE EQUIPMENT)				
GLOVES: Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided.	GLOVES: Staff to be reminded that wearing of glove is not a substitute for good hand washing. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.	Site Manager	Staff training by 04/07/2020. Staff to be reminded daily.	✓

SCREEN VISORS: Front of House staff will be wearing screen visors to minimise the spread of Covid-19.	SCREEN VISORS: The transparent face shield can effectively block harmful substances to protect your entire face. Each staff member will have their own mask (these are not to be shared) and disinfected regularly.	Site Manager	Staff training by: 04/07/2020. Staff to be reminded daily.	✓
BAR SCREEN: Minimising contact between front of house workers and customers at points of service where appropriate.	BAR SCREEN: We will install a screen at the till to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable).	Site Manager	Bar screen to be installed by: 04/07/2020.	✓
SYMPTOMS OF COVID-19				
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. Line managers will maintain regular contact with staff members during this time.	Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast-changing situation.	Site Manager	When required.	✓
If advised that a member of staff or public has developed Covid-19 and were recently on our premises. The line managers of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.	We will be collecting contact details for every customer and visitor and store these for at least 21 days. Within line with Data Protection Legislation.	Site Manager	When required (contact details of visitors/customers will be collected on a daily basis).	✓
GUEST INFORMATION: Informing guests and contractors of guidance about visiting the premise prior to and at the point of arrival.	GUEST INFORMATION: Display signage in entrances, list information on website, and on booking forms on guidance about visiting the premise.	Site Manager	Signage and website to be updated by 04/07/2020. Staff training by 04/07/2020.	✓