

COVID19 Risk assessment for all guests and staff at Merchant House

What are the hazards?	Who might be harmed	Controls Required	Additional Controls	Action by who?	Action by when?	Done
<p>Spread of Covid-19 Coronavirus</p>	<p>Anyone else who physically comes in contact with you in relation to your business including all of the below;</p> <ul style="list-style-type: none"> • Staff • Guests • Cleaners • Contractors • Delivery Drivers inc postman • Vulnerable groups –Pregnant workers, those with existing underlying health conditions <p>Please note- Guests are not permitted to have any visitors at the Hotel until further notice</p>	<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/ • All staff and guests must sanitise hands at entrance. • Drying of hands with disposable paper towels. • https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/ • Staff encouraged to protect their skin by applying emollient cream regularly • https://www.nhs.uk/conditions/emollients/ • Social distancing stickers and sanitiser have been installed at all 	<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 on display.</p>			

		<p>entrances and exits to ensure that guests keep their distance and sanitise before entering and leaving the building.</p> <ul style="list-style-type: none"> • Hand Gel sanitisers at both entrances into the Hotel plus additional one for use before entering Breakfast room, Delivery drivers' entrance and in Lounge area. • When gloves worn as part of PPE, need to be replaced regularly and/or sanitised with hand gel. • Hand washing facilities with soap and hot water are available in both staff /public toilets. Ensure that on entering and leaving the toilets hand sanitiser is used and hands washed thoroughly following the guidelines above on hand washing. <p><u>UPDATE AS FROM SATURDAY 8TH AUGUST-</u> Face coverings are now mandatory as per government guidelines- Poster displays throughout Hotel for this as well as providing this information on confirmation letters and welcome letters- only time this can be removed is when in their room, drinking in Lounge or eating breakfast.</p> <p><u>Cleaning</u> Reception- All pens, desks, phones and computer stations are sanitised when a new staff member arrives onto shift as</p>	<p>https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19</p> <p>Reception staff will be asking guests/contractors etc to sanitise their hands when entering/leaving the building.</p> <p>Regular checks will be carried out by Director, Nicky Whittaker, to ensure that the necessary procedures are being followed.</p> <p>Hand Sanitiser Gel 5Litre refills are kept in outside storage room away from Hotel for fire risk purposes as flammable product.</p> <p>All staff must also wear face covering at all times and must encourage and remind guests at all times.</p> <p>Antibacterial wipes, sprays and disinfectant are available at all times. Only a limited amount of sanitised stationary now in use. All spare stationary is stored away.</p>			
--	--	--	---	--	--	--

		<p>well as regularly throughout the shift.</p> <ul style="list-style-type: none"> • All pens and bedroom keys are sanitised with disinfectant wipes for each new guest. Guest check in station/table sanitised and disinfected after every use. A check in table has been provided with a sign explaining that pens, room keys and card machine have been sanitised for each guest's check in • Public Areas- Frequently, throughout the day, cleaning and disinfecting objects and surfaces that are touched regularly particularly high use touch points such as door handles, light switches, hand banisters, etc using appropriate cleaning products and methods. • Bar/Lounge Toilets- Are closed for guests use, guests are advised to use the toilets in their rooms instead, with the only exception being if the disabled toilet is required, they must see Reception to ensure it can be cleaned and sanitised before and after use. • Lounge / Rear breakfast room- Enhanced sanitise control measures in place. The tables are left bare for guests who wish to have as table service breakfast, all items are then taken to the guests cleaned and 	<p>Regular checks will be carried out by Director, Nicky Whittaker, to ensure that the necessary procedures are being followed.</p> <p>Door is left pinned open during breakfast times 6.30am-12 noon to reduce the usage of key touch points - door handle.</p>			
--	--	--	--	--	--	--

		<p>sanitised. Tables will then be cleared and sanitised as soon as the guests leave.</p> <p>The sofas in the front room will be regularly sprayed with a furniture disinfectant spray as well as signage asking the guests to also use the disinfectant spray before and after use.</p> <p>Frequently, throughout the day, cleaning and disinfecting objects and surfaces that are touched regularly particularly high use touch points such as door handles, light switches, hand banisters, etc using appropriate cleaning products and methods.</p> <ul style="list-style-type: none"> • Breakfast Room- Virial Antibac spray is stored in this room for all guests to use once they have used appliances e.g. microwave. Staff are also cleaning all surfaces in the Breakfast room with disinfectant including these appliances. <p>Wall mounted hand sanitiser station outside Breakfast room to encourage all guests to use as entering as well as a social distancing sign reminding guests to stay 2 metres apart.</p>	<p>Door is left pinned open during the day to reduce the usage of key touch points - door handle.</p> <p>Disposable plates and cutlery are provided in the Breakfast room so that guests can order in a takeaway or heat up their own ready meal to enjoy in their room.</p> <p>TABLES HAVE BEEN REMOVED FROM THE BREAKFAST ROOM TO ENSURE NO GUESTS CAN SIT IN THE GRAB AND GO ROOM.</p>			
--	--	---	--	--	--	--

		<ul style="list-style-type: none"> Guest Bedrooms- Once the guest has checked in the staff do not enter the rooms to clean them until the guests have checked out. If guests want to have their rooms serviced, they must pack up all personal belongings and store in car for the day to enable safe access for staff. We are cleaning the rooms with a disinfectant spray and bleach in bathrooms with clean cloths for every room. All surfaces are thoroughly cleaned and disinfected including all light switches ,tv remote controls, bedroom door handles and turn locks, window handles, cupboard and drawer handles, tv buttons, Fans, Hangers, lamp switches and bases, hairdryers, etc. All dirty linen and towels are sent to the laundry company following their COVID procedures. The staff have a checklist for the strict cleaning regime to check off and go through daily for every room If there is a maintenance issue, we will have to move the guest to another room, if available. 	<p>All chemicals used have been checked and approved as per Government COVID chemical list.</p> <p>All literature has been removed from the bedrooms during this time as well as some decorative items.</p> <p>Guests are requested to empty their bins into the outside black bins daily. If guests wish to change their bedding, they are requested to double bag their dirty linen and bring to Reception, fresh linen can be found at the linen station on the first floor.</p> <p>CLEANING COVID POSITIVE BEDROOM: DECOMMISSION THE ROOM FOR 72 HOURS WHENEVER POSSIBLE After the 72 hours the room can be cleaned, staff must wear full PPE (See PPE section) and follow normal COVID cleaning procedure ensuring that all high touch areas are thoroughly cleaned and disinfected. Disposable cloths only can be used and if possible, use the steam cleaner on the bathroom and non-electrical touch points. When cleaning rooms with suspected or positive COVID: Full paper bodysuit, plastic apron, goggles, plastic gloves and mask must be worn All disposable PPE must be double bagged and thrown away if before 72 hours All laundry must be double bagged, kept separate for 72 hours and laundry company informed.</p>			
--	--	--	---	--	--	--

		<ul style="list-style-type: none"> • Kitchen- The kitchen is regularly cleaned and sanitised throughout the day when in use for table service breakfast in the mornings. All cups, plates, crockery and cutlery is pre-soaked in bleach and then cleaned in the dishwasher at high temperature <p><u>Social Distancing</u> Social Distancing -Reducing the number of persons in any area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency (1+ metre when 2 metre is not possible) https://www.publichealth.hscni.net/news/covid-19-coronavirus https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people</p> <p>We have reduced number of workers on site at any one time. Staff have been asked to bring in their own food and drink for their breaks and have staggered break times.</p> <p>There are 2 entrances into the Hotel, therefore guests staying in Rooms 1-21</p>	<p>A DEEP CLEAN OF THE ENTIRE PROPERTY IS ALSO REQUIRED PAYING PARTICULAR ATTENTION TO TOUCH POINTS</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> <p>Upon check out guests are advised to leave their key in the check-out box on the reception desk and we will email them their receipt so that we do not have to come into contact with each other.</p> <p>Guests are given a welcome letter explaining how the hotel works during COVID 19, symptoms procedure and the safety measures in place and guests are also verbally asked to keep their distance and sanitise</p>			
--	--	--	--	--	--	--

		<p>enter the Hotel by the front door and guests staying in rooms 22-30 enter via the side door at the rear of the Hotel.</p> <p>Social distancing stickers and sanitiser have been installed at all entrances and exits to ensure that guests keep their distance and sanitise before entering and leaving the building.</p> <p>A screen has been installed on the reception desk to gain a barrier in between the guest and the receptionist. Guests are advised that reception is only open for limited hours to help with social distancing and they can call the hotel number if they require assistance</p> <p>Conference calls to be used instead of face to face meetings.</p> <p>Ensuring sufficient rest breaks for staff where social distancing must also be adhered to.</p> <p>Assistance with luggage is not possible at this time so guests will have to carry it themselves as we do not have a lift.</p> <p><u>Food & Beverage Services</u> Full breakfast service - guests have to wait in the Lounge (as part of the one way system) to be seated in the large additional breakfast room where all tables are set with 2m distance they will then be offered table service for cooked breakfast.</p>	<p>All windows and doors will be open during breakfast times to ensure good ventilation and doors will be open during check in times to ensure good ventilation and to reduce use of high touch points</p> <p>All main entrances doors are kept closed whilst Reception is not manned to ensure only guests are able to enter the Hotel via the correct entrances.</p> <p>Guests are not permitted to have visitors at the Hotel until further notice.</p> <p>Guest collects disposable cutlery and plates from breakfast room and takes the takeaway to their room to eat in isolation or can make use of the socially distanced tables in our Lounge area. Guests are asked to dispose of all rubbish in bin bags provided in breakfast room</p>			
--	--	--	--	--	--	--

There is a contact free coffee machine, guest microwave, guest fridge/freezer in the breakfast room which we regularly sanitise.

Tables and chairs in the Breakfast room have been removed to ensure social distancing can be adhered to when guests are using grab and go facilities.

Tables, chairs and sofas have been rearranged to 2 metres apart (1m + where 2m is not possible) and now using additional room to ensure social distancing can be adhered to at all times. Exit and entry signs have been put into place with one-way system using separate entry and exit during breakfast times 6.30am-12noon, with the exception of disabled access which can only be via the ramp in the main Hotel entrance.

PPE
 Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to put on and remove gloves carefully to reduce contamination and how to dispose of them safely.

Reception - Mask must be worn at all times and hands sanitised after each new task, touching your face, touching door handles and dealing with a new guest etc including during breakfast service.

Doors from Lounge into bar area will be closed after 12 noon when possible

Bar drinks and snacks need to be ordered at Reception (screen protection) for table service and contactless payment at the table.

Guest takeaway deliveries-
 Guest phones up the restaurant and orders their own takeaway
 Driver arrives and there is a notice on the front door asking them to call the guest direct for collection of the food.
 Guest comes down, opens the front door and the driver leaves the food for the guest to safely pick it up from a distance

Face coverings mandatory for all guests and staff from August 8th-
Under new guidelines set by the Government, Guests must wear a face mask in all public areas of the Hotel including corridors – the only times guests are not required to wear a mask is whilst having breakfast and/or having drinks in our Bar/Lounge via table service. Signage around Hotel for reminders for Guests to wear face mask and this information is in their confirmation before

When cleaning rooms-:
 Mask must be worn at all times
 All disposable PPE must be thrown away

When cleaning rooms **with suspected or positive COVID**: Full paper bodysuit, plastic apron, goggles, plastic gloves and mask must be worn
 All disposable PPE must be double bagged and thrown away if **before 72 hours**
All laundry must be double bagged, kept separate for 72 hours and laundry company informed.

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.
 Coronavirus Symptom questionnaire form filled in by staff at beginning of every shift and given to Nicky Whittaker to check daily.

Guests are informed on confirmation to not come and stay if they have had symptoms of Coronavirus.

Guests are informed on welcome letter of symptoms of COVID and instructions of what to do and informed they **MUST** inform staff member.

arriving at the property as well as check in info given when guests arrive.

Instructional picture guide for staff displayed in Kitchen on staff COVID board.

Staff to be reminded that wearing of gloves is not a substitute for good hand washing.

Instructional picture PPE guide for staff is displayed in Kitchen on staff COVID board.

Visual checks by Nicky (Owner) and Stephy when required to ensure staff are using correct PPE at all times.

Communication and messages via email and text/call from Nicky Whittaker will be carried out regularly to reassure and support employees in a fast-changing situation.

Nicky will offer support to staff who are affected by Coronavirus or has a family member affected. Nicky Whittaker will then maintain regular contact with staff members during this time.

Staff COVID sickness procedure is displayed on staff COVID board

If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the management team 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. <https://www.publichealth.hscni.net/>

Guest details taken including address and contact details for track and trace purposes.

Delivery & Contracted Services Deliveries

Contacted services are booked in advance so we know what time they are coming. Postman and parcel deliveries- They simply leave the delivery on the floor outside and ask for our name and step away. We then pick up the delivery and bring it inside.

Food deliveries - We try to bulk order to limit the amount of delivery contact, they have a separate entrance with a hand sanitiser.

See above cleaning procedure for COVID Positive rooms

Hands must be sanitised after putting the delivery away- Must wear a mask when entering building

All contractors visiting site must sign in and out for every visit.

Window cleaners

Employees are advised of system before visiting site;

Window cleaners book a time slot and social distance themselves on site. They use the hand sanitiser and wear a face covering they are left to clean the windows away from the staff and customers.

Refuse collection

They come every Thursday/Friday around 8am so we keep our distance and ensure all customers are aware to stay away
Glass collection every other Monday around 8am so we keep our distance and ensure all customers are aware to stay away

Terminate pest control

Contracted to a monthly site visit to check. Employees are advised of system before visiting site;
Sanitise hands and escorted at 2 m distance around the building as they have to gain entry to all rooms to carry out testing- Must wear mask.

Legionella testing

Contracted to a monthly site visit to check the building- must wear mask
Sanitise hands and escorted at 2 m distance around the building as they have to gain entry to all rooms to carry out testing

1 car parking bay coned off to enable them to gain access to bins weekly without any issues to avoid having to contact Reception.

GENERAL WASTE COLLECTIONS INCREASED TO TWICE PER WEEK DURING COVID PERIOD.

Laundry company

They wear their own PPE including mask but must sanitise their hands on arrival and departure.

Given sanitised key and advised to keep 2 metre distance from everyone.

Fal fire service

Sanitise hands, mask worn and then social distance themselves with our staff and customers. Will need to be escorted around the building to ensure social distancing is being maintained.

Post

Post is placed in the outside box for us to collect allowing the post man safe delivery

Fire Evacuation

Fire evacuation process during COVID19

Our assembly point is located in our large carpark at the rear and has a social distancing sign up and there would be plenty of room for social distancing. Our front car park is also large enough if there is a fire at the rear of the hotel.

The building is manned 24 hours by fire warden trained staff inclusive of Night Porters.

We have a rapid response team of staff who are on call during this time including owner, Nicky.

Our sister hotel Manning's is available to transfer guests to for refreshments whilst organising alternate accommodation in the emergency. All guests would walk to

Our breakfast room contains a fridge/Freezer, microwave and coffee machine and there is a smoke head and a fire door which remains closed during the night.

Our staff have just carried out additional fire training as fire wardens in May 2020

Fire testing is being carried out weekly
Emergency lights are being tested Monthly
All fire doors are being checked weekly
Fal Fire has just carried out a service on our fire panel, call points, extinguishers, smoke heads and emergency light testing on May 28th 2020

Manning's which is a 7-10-minute walk down the hill as taxis would not be possible at this time for social distancing. We have 3 main fire exits which would naturally socially distance the guests on their way down the stairs. We carry hand sanitiser in our fire evacuation bag

First Aid Provision

First Aiders have a readily available fully stocked First Aid Box on site. First Aiders must wear a face- mask, eye protection, and medical gloves (Latex/Nitrile) should First Aid Treatment be necessary.

Mental Health

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

Regular communication of mental health information and open-door policy for those who need additional support.