

Assessment Details

QT Reference No:	CG.062020	Date:	June 2020				
Business Name:	Combe Grove	Address:	Brass knocker Hill, Monkton Combe, BA2 7HU.				
Insurance Certificate:	X	Gas Safety Certificate:	X	Fire Risk Assessment:	X	Carbon Monoxide Detectors:	X

Completion Guide

Notes go here...

Job Hazard Exposure / Detailed Hazard	Possible Harm and Effects	Existing Control Measures	Recommended Controls / Information (In Priority Order)	High	Medium	Low
Person to person check in / out contact during COVID-19 pandemic reception team and guest	Becoming infected with COVID-19 and further spread the infection		<p>Cap on number of guests staying to promote social distancing in public areas</p> <p>Calls to guests 48 hours before booking to check health prior to arrival</p> <p>Reception and Night team members completed fit for work questions at 'no touch' clocking in machine.</p> <p>Send out a clear and concise email stating arrival instructions and why these are in operation also stating what facilities are open (helps to manage guest's expectations and minimise complaints)</p> <p>Ensure the health & safety of the reception team and guests by:</p> <p>Ensuring all reception and back office areas have regular robust cleans adhering to a cleaning schedule</p> <p>Social distancing measures are in place for both staff members and guests</p>			X
						X
						X
						X
						X

			<p>Hand sanitiser available to both staff and guests within this area</p> <p>Express check in. Have the guests check in paperwork and key/key card in an envelope ready for the guest (set up as per a conference check in)</p> <p>Card payment for additional charges only- no posting to rooms</p> <p>Dedicated phone line for in house guest queries and maintenance / housekeeping reporting</p> <p>Express checkout system in place</p>			
<p>Public usage and cleaning of public areas / corridors within the hotel</p>	<p>Becoming infected with COVID-19 and further spread the infection</p>		<p>Before and after stays bedrooms are deep cleaned and sprayed with CleanAssure+</p> <p>Housekeeping team members completed fit for work questions at 'no touch' clocking in machine.</p> <p>Ensure clear signage explaining social distancing requirements to guests including one way systems</p> <p>Ensure staff are briefed and trained on the importance of social distancing</p> <p>Remove furniture to ensure guests can social distance</p> <p>Ensure a robust cleaning schedule is in place specifically for public areas, closing the area for cleaning on a regular basis</p> <p>Ensure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties</p> <p>Introduce a training programme with all the housekeeping teams to ensure knowledge and skills of cleaning requirements</p>			<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>

			<p>Monitor the cleaning standards</p> <p>Perform a deep clean of these areas at night</p> <p>Bed linen and towels washed at 60 degrees</p> <p>Room seals placed on doors once cleaned</p> <p>Bins with lids provided in rooms</p>			<p>X</p> <p>X</p> <p>X</p> <p>X</p>
Public usage and cleaning of public toilets within the hotel	<p>Becoming infected with COVID-19 and further spread the infection</p>		<p>Paper towels and a lidded bin for these to be disposed in</p> <p>Ensure a robust cleaning schedule is in place for the public toilets</p> <p>Use a cleaning checklist and leave in the public toilets for transparency</p> <p>Ensure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties</p> <p>Provide a training programme with all the housekeeping teams to ensure knowledge and standards of cleaning requirements</p> <p>Monitor the cleaning standards</p> <p>Perform a deep clean of these areas at night</p>			<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>
Cleaning guest bedrooms	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Contaminated accommodation / spread of COVID-19</p>		<p>Do not enter the bedroom when the guest is in the room</p> <p>Suspend stop overs / refresh cleans and turn-down services.</p> <p>Ensure all housekeeping staff are trained in the use of, and provided with the correct PPE to carry out their room cleaning duties</p> <p>Provide a training programme with all the housekeeping teams to ensure knowledge and</p>			<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>

			<p>standards of room cleaning requirements Monitor the cleaning standards</p> <p>Ventilate bedrooms while cleaning</p> <p>Remote Controls in plastic wallets</p> <p>Have cleaning in progress signage</p> <p>All cleaning / maintenance schedules are adhered to and documented accordingly</p> <p>Dirty linen to be placed into linen bags immediately NOT placed on the floor in the bedroom or corridor</p> <p>All mugs and glasses are replaced NOT washed in the room (all mugs/ cups, saucers and glasses need to be ran through a dishwasher)</p> <p>Lone working for the housekeeping staff to adhere to social distancing</p> <p>Any maintenance issues to be resolved after guest has left the room- emergency rooms available</p>			<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>
<p>Infectious outbreak within a hotel bedroom</p>	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Contaminated accommodation / spread of COVID-19</p>		<p>Call the guests to clearly understand the situation and if the guests need to extend their stay and for how long</p> <p>Offer assistance with calling local doctors, 111 or the ambulance</p> <p>Inform all staff that the bedroom is in quarantine and do not enter</p> <p>Inform duty manager so all cases are accounted for if the situation becomes worse (reporting purposes for the EHO)</p> <p>Place extra guest amenities, food if required, medicines if needed, linen and linen bags outside the guest bedroom... do not enter</p> <p>Increase the number of times your public areas and toilets are cleaned immediately it becomes</p>			<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>

						X
Deliveries	Becoming infected with COVID-19 and further spread the infection		External delivery companies updated with Combe Grove's Covid Secure procedures			X
			Less deliveries/ different time of deliveries			X
Dining	Becoming infected with COVID-19 and further spread the infection Not meeting customer expectation		Breakfast to be provided to rooms			X
			Picnic hamper or afternoon tea to be served for lunch			X
			For evening meal, encourage Outdoor Dining or dining in rooms where possible, private dining is available if pre-booked			X
			Tables in the restaurant, Orangery, Library & Terrace to be spaced 2 meters apart.			X
			Limited staff allowed in the Kitchen (Chefs and one front of house person per shift)			X
			Two sittings to reduce numbers dining at the same time.			X
			A basic dinner menu provided at check-in and pre-book your choices and time for dining.			X
			Have the correct equipment and procedure to deliver a professional room service and collect the tray. Condiments and trays to be cleaned for every use.			X
			Have drop zones in the restaurant for placing plates to be collected.			X
			Waiting staff to wear gloves.			X
			Contactless payment for drinks			X
			Bar is closed but drinks can be ordered and delivered to a drop-zone			X
			Wipe clean menus			X

						X
Fire procedures	Becoming infected with COVID-19 and further spread the infection		Fire procedures updated to incorporate social distancing at the assembly point			X
Coach House Health Club	Becoming infected with COVID-19 and further spread the infection		<p>Restrict numbers in the gym, classes, indoor and outdoor pools. Booking system to book time in each area. No admittance unless pre-booked.</p> <p>Pool ladders to be cleaned between each booking.</p> <p>Close changing rooms</p> <p>Regular cleaning on gym equipment between uses</p> <p>Members and Guests to bring their own yoga mat, water, tennis rackets and balls. Items which are available to borrow should be cleaned between uses.</p> <p>Gym equipment spaced 2 meters apart.</p> <p>Continue classes via Zoom video conferencing</p> <p>Live classes to take place in the Oak Room or Tennis Bubbles and each participant to be spaced 2 meters apart.</p>			<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>
Therapy	Becoming infected with COVID-19 and further spread the infection		<p>Consultation form to include health questions relating to Covid-19</p> <p>Courtesy call 24 hours before treatment to ensure the client is well</p> <p>Hand-washing of client and therapist before each treatment</p>			<p>X</p> <p>X</p> <p>X</p>

			<p>Therapist to wear face mask</p> <p>Revised treatment menu- removal of facials and shorter treatments</p> <p>Removal of magazines from waiting area.</p> <p>Cleaning of the treatment room between clients</p> <p>Sterilisation of equipment prior to treatment</p>			<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>
Offices	Becoming infected with COVID-19 and further spread the infection		<p>Workstations spaced 2 meters apart</p> <p>Cleaning of any shared equipment such as printers.</p> <p>Staggered break times to keep social distancing</p> <p>Separate staff entrance</p> <p>Ventilation of offices by opening doors and windows</p> <p>Visitors to office by appointment only- office staff to meet visitors outside socially distanced.</p> <p>Meetings to be conducted by video conferencing</p>			<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>
Estates and Maintenance	Becoming infected with COVID-19 and further spread the infection		<p>Where possible use individually named tools.</p> <p>If sharing tools they should be wiped between use or gloves worn.</p>			<p>X</p> <p>X</p>