



## 2020 Covid-19 Risk assessment and Information

Last Reviewed – 26/06/2020

Produced by our fantastic management team, using their decades of experience, along with information from the government guidelines and national governing bodies. For our guests and employees. To reassure that along with a wonderful stay and great place to work, the health and safety of everyone involved is our number 1 priority!

# Contents

## Risk Assessments

Page 3 – Restaurant

Page 4 – Kitchen

Page 5 – Housekeeping

Page 6 – Reception

Page 7 – Residents Bar

Page 8 – Caffe Lingerie

## Covid 19 Information

Page 9 – What is Covid – 19

Page 10 – What are the Symptoms

Page 11 – Preventing the Spread

Page 12 & 13 – What to expect during  
your stay

Page 14 – Staff Declaration

Page 15 – Appendix

Resturant Covid 19 - Risk Assessment

Assessed by Kevin Cessford

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
<b>Covid – 19</b>	Everybody – people may touch and leave bacteria on tables	Using Anti-Bacterial to clean tables	Use anit-bacterial more frequently, cleaning tables, chairs and surrounding areas after each guest.	All team members	After each guest leaves the dining room	
<b>Covid - 19</b>	Everybody – guest may touch table decorations.	Remove all decorative items from dining tables	None	All team members		DONE
<b>Covid -19</b>	Everybody- bacteria could be passed on via contact with bottles	Remove condiments from dinning tables	Use individual use condiment items upon request	All team members	Continually	
<b>Covid - 19</b>	Everybody –guests could touch or cough on cutlery whilst walking past tables to their own table.	All Cutlery removed from table	Cutlery to be wrapped individually in disposable napkins	All team members	Continually	
<b>Covid - 19</b>	Everybody – guests may touch or cough on glasses/napkins whilst walking past	All Glasses and Napkins removed from tables	To be presented to guests upon request	All team members	Continually	
<b>Covid - 19</b>	Staff Members – a guest may cough or pass on virus via touching crockery & cutlery		To ware masks & gloves	All team members	Continually	
<b>Covid – 19</b>	Everybody – the virus may be present on hands and passed on via touch points.		Sanitizer stations to be set up at entrance to dining area	Management		Done

Kitchen Covid 19 - Risk Assessment

Assessed by Kacem Kemhiri

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
<b>Covid - 19</b>	Staff & Guests – Social Distancing & close contact	PPE – Gloves, hand Sanitizer and regular washing of hands		All staff in Kitchen	Daily Basis	done
<b>Covid - 19</b>	Staff & Guests – Coughing and sneezing	If staff feel unwell send home.	PPE - Facemasks	All staff	On shift	done
<b>Covid - 19</b>	Staff & Guests – Hiring and interview new staff.		Telephone & Zoom interview prior to in person.	Management	When employing new staff	done
<b>Covid - 19</b>	Staff & Guests – Passing on virus via uniform from outside.	Staff to change into uniform on premises and not going outside in uniform.	Extra Monitoring and in house/on premises cleaning.	Management	Daily	done
<b>Covid - 19</b>	Staff & Guests – from unclean surfaces	Regular Sanitise of ALL surfaces.		All Staff	Continually	Done
<b>Covid - 19</b>	Staff & Delivery suppliers – delivery drivers dropping off contaminated food	Check all delivery's coming in.	Have designated delivery area for all deliveries and do not allow drivers into the kitchen environment.	Managemnet & Kitchen Staff	During Deliveries	Done

House Keeping Covid 19 - Risk Assessment

Assessed by Josephine Bowman

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
<b>Covid – 19</b>	Staff & Guests - Kettles, cups & glasses	Removing from all rooms, and place disposable cups for water.	Ask guests where possible to dispose cups once used in the bedroom bin.	Management & Guests	Daily check in/departure	Done
<b>Covid – 19</b>	Staff & Guests – Toilets & Showers	Wear PPE equipment Gloves & Facemask at all times when cleaning.	Make sure all staff have PPE equipment available	Management & Staff	Daily.	Done
<b>Covid - 19</b>	Staff & Guests – Cross contamination across room sections	Once staff member to work each floor and not cross over sections.	Set out a daily plan/room cleaning order and brief to all staff members	Management	Daily prior to shift	Done
<b>Covid – 19</b>	Guests – TV, Telephones, TV remote	Wipe all tv's & Telephones down	Place tv remote in clear bag, change bag after each guest.	Management & Staff	Every change over	Done
<b>Covid - 19</b>	Guests & Staff – Corridors and lift touch points.	Hand sanitiser available at reception. Sanitising Each touch point on doors/lift buttons etc.	Fix extra Sanitizer stations on each floor, with signs to remind guests to keep distance when in the corridors, along with propping any non fire doors open.	Staff, Management and guests.	Prior to opening/Continual	Done
<b>Covid - 19</b>	Guests & Staff – where a guests starts to show symptoms during their stay.		Ask the guest if possible, to strip the bedding and place in bag provided. Then leave room 72 hours before allowing staff to service room and being re-let.	Staff & Guests		

Reception Covid 19 - Risk Assessment

Assessed by Joanne Rowley

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
<b>Covid - 19</b>	Staff & Guests – unnecessary face to face contact	Signs to remind guest to keep the government recommended distance.	One way system for guests to walk/check in and check out.	Management & guests	Prior to opening	done
<b>Covidfd - 19</b>	Staff – to many staff behind the desk	Try minimising cross over period on shifts and only one member of staff behind the desk where possible	When two staff are needed make sure PPE is worn.	Staff & Management	Continually	done
<b>Covid - 19</b>	Guests and Staff – Virus spread through contact with check in desk.	Hand Sanitizer station	Wipe down and sanitize desktop after each check in/check out.	Staff	Continually	Done
<b>Covid - 19</b>	Guests & Staff – from handling room keys.	General Daily Sanitizing of keys.	Sanitize the key every time it is handed back to the reception desk and encourage guests to keep hold of key during stay.	Staff & Guests	Continually	Done
<b>Covid - 19</b>	Employee – Through Phones, Keyboards & Stationary	Daily Sanitising.	Sanitise before and after each shift change over and staff to have their own pens.	Staff	Continually	Done
<b>Covid - 19</b>	Staff & Guests – making payment for stay	Getting card details prior to their stay.	On guests check in make sure their card details are on the system (Not third party) and take payment for all expenses remotely before check out.	Staff	Continually	Done

Residents Bar Covid 19 - Risk Assessment

Assessed by Debbie Spencer

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
<b>Covid - 19</b>	Staff – contact with ice machine	Sanitise the machine inside and out.	Before turning on wash hands and sanitise scoop, have sanitiser and blue roll available for each member of staff	Staff	Daily Basis	Done
<b>Covid – 19</b>	Staff & Guests Wine cellar Fridges and bottles	Sanitise inside and outside of fridges	Sanitise each bottle when being taken out of the cellar/fridges with sanitiser & disposable cloths.	Staff	Daily	Done
<b>Covid - 19</b>	Staff – Office/Stationary	Empty the bins and keeping clean and clear.	Remove anything non essential, Sanitize all work tops, each employee to have their own pens.	Management & Staff	Daily	Done
<b>Covid - 19</b>	Staff & Customers – Ice buckets, Straws, Optics, Fruit Jars, Thimbles & Trays.	Washing at end of each shift.	Remove straws from bar, Make sure Sanitized after each use, leave Knife & tongue in sanitiser. Wipe/sanitise each new bottle when put on the optics	Staff	Continually	Done
<b>Covid -19</b>	Staff & Customers - Glassware & Glass wash Machine	Sanitizing inside and out of machine throughout the day, along with glasses washed after every use.	Avoid glass ware where possible and use disposable cups/glasses.	Management	Continually	Done
<b>Covid - 19</b>	Staff & Customers – Payment for drinks & food	Have sanitise available for guests to use before & after exchanging money.	Place screen on the bar, and try to encourage guests to pay via contactless payment or charge to the room.	Staff & Customers	Continually	Done

Café Lingerie Covid 19 - Risk Assessment

Assessed by Debbie Spencer

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
<b>Covid – 19</b>	Staff & Guests – Salt, Pepper & Condiments	Santising pots/Jars	Remove all reusable jars/shakers and replace with individual sashes.	Management	Daily Basis	Done
<b>Covod -19</b>	Staff & Guests – Knives, forks & Glasses	Using clean individually wrapped cutlery sets.	Do not have anything left on the tables and provide at the time of serving. All glass wear to be replaced with disposable where possible.	Staff	Prior to every guest.	Done
<b>Covid - 19</b>	Guests & Staff – Tables being to closely set together.	Make sure tables are distanced to the correct government guidelines.	Look at group sizes and make sure table/group numbers do not exceed that of government guidelines.	Staff & Management	Prior to opening.	Done
<b>Covid - 19</b>	Guests & Staff - Coffee & Steamer Machine	Sanitising the machine throughout the day.	Steamer to be sanitised after every use, along with coffee grinder, coffee pod handles, and draw, inside and under lip.	Staff	Continually	Done
<b>Covid - 19</b>	Guests & Staff - Menus	Menu's wiped down daily	Menu's to be given to guests once seated and sanitised after ever guest/Look into possible App ordering service.	Staff & Guests	Continually	Done
<b>Covid - 19</b>	Guests & Staff – Enterring/leaving the café area.	Encouraging guests to use seating area.	Make sure Sanitiser station is available at entrance to café, and possible one way system to avoid unnecessary face to face contact for guests.	Staff & Guests.	Management	Done



# What is Covid-19?

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

At this time, there are no specific vaccines or treatments for COVID-19. However, there are many ongoing clinical trials evaluating potential treatments. WHO will continue to provide updated information as soon as clinical findings become available.

# What are the Symptoms and What to do should you experience them?

The main symptoms of coronavirus are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least 1 of these symptoms.

If you have any of the main symptoms of coronavirus:

- **Stay at home (self-isolate)** – do not leave your home or have visitors. Anyone you live with, and anyone in your support bubble, must also self-isolate.
- **For Staff** – Contact the hotel immediately to inform that you are feeling unwell, so we can trace other staff member and guests you may have been in touch with to self isolate.
- **Get a test** – get a test to check if you have coronavirus as soon as possible. Anyone you live with, and anyone in your support bubble, should also get a test if they have symptoms.
- **If Away when symptoms arise** – let a member of staff know by using your mobile or phone in the bedroom, plan to return home to self isolate as soon as possible and prior to checking out, call the reception team who shall settle your bill for you using contactless payment and sterilise all touch points as soon as you have departed.

## Preventing the Spread

To prevent infection and to slow transmission of COVID-19, do the following:

- Wash your hands regularly with soap and water, or clean them with alcohol-based hand rub.
- Maintain at least 1 metre distance between you and people coughing or sneezing.
- Avoid touching your face.
- Cover your mouth and nose when coughing or sneezing.
- Stay home if you feel unwell.
- Refrain from smoking and other activities that weaken the lungs.
- Practice physical distancing by avoiding unnecessary travel and staying away from large groups of people.



# The New Normal - What to expect during your stay?

## Check in – Check out

We of course would like to try and make your stay as personal as possible, whilst maintaining the safety of our guests and staff. For all our bookings made we will require card details prior to arrival and payment shall be taken on the day of arrival, if not before when booked through one of our travel partners. Along with this we will encourage guests to charge their drinks and food during their stay to their rooms during their stay so that they can be charged in one contactless payment at the end of their stay. This shall hopefully, not only speed up our guests check in-out process but reduce the chance of longer cues and unnecessary face to face contact between customers and other customers, along with our team members.

## Accommodation & Housekeeping

Our aim is for all of our guests to feel as comfortable as possible, and most importantly at these times, as safe as possible throughout their stay. To achieve this, we have temporarily taken out our high risk/touch items such as Kettles, Brochures, Glasses etc. We have where possible replaced these with disposable items, but if any guest do insist on these items in the rooms then please feel free to ask our reception team and we can arrange for them to be placed in the room for you.

For guests staying for a number of days, our housekeeping team won't be doing the daily room pickups, to reduce the number of customers and staff going from room to room, but again should you require any new towels/bedding or general cleaning we of course are still here too look after you, if you would just like to let one of our reception team be made aware, and this can be arranged for you.

## Residents Bar, Café Lingerie & Vettriano's Restaurant

We all know a big favourite of any holiday must do's is sitting back, relaxing and letting our team spoil you with great drinks, and delicious food, and we still aim for this to be the case with just a few slight differences to the 'New Normal'. We of course have measured and reconfigured our seating areas to make sure the tables and seating are suitable distanced to the correct government guidelines, along with offering table services for food and drinks, restricting any guests from congregating at the bar.

We will be offering our condiments and salt and pepper in individually wrapped or portioned ramekins to reduce the continual contact with bottles/shakers etc, as well as cutlery and crockery which will be individually wrapped and placed at the table once you have sat down at your table.

All of our meals including breakfast will be served direct to our guests at their tables, this shall hopefully reduce the number of guests walking around and bumping into to others or getting closer than the government guidelines that would have occurred during our traditional buffet breakfast and deserts.

## Nivens Health Club

Unfortunately due to current government guidelines we are still unable to open our gymnasium and swimming facilities, but once we are able to we shall initially be reserving the facilities for guests only, and feel to reduce the risk of any virus spreading keeping our changing facilities closed, we would like to recommend guests that are anticipating on using the facilities to bring a gown with them for their privacy from their bedrooms to the facilities, if any extra towels are required please feel free to ask at reception and we shall get these arranged for you.

## Staff Declaration

I \_\_\_\_\_ have read our companies risk assessment, along with completing the CPL independent learning platforms 'Coronavirus – Taking Proactive Action' course. I will make sure that I do everything that I can to put our guests and the rest of my team's health and safety at the forefront of my objectives. Anything that I feel may benefit our customers/staff experience and safety shall be brought to the management attention so that we can continue to develop and improve our service.

Signed \_\_\_\_\_

Date \_\_\_\_\_

# Appendix

[https://www.who.int/health-topics/coronavirus#tab=tab\\_1](https://www.who.int/health-topics/coronavirus#tab=tab_1)

<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/#symptoms>

<https://signsforsafety.co.uk/product/hand-wash-technique-poster/>

<https://www.hse.gov.uk/risk/>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

<https://www.ukhospitality.org.uk/page/UKHospitalityGuidanceforHospitality>