

## Risk Assessment Covid19 – Rydal Hall

Company name: Rydal Hall Ltd

Assessment carried out by: Amanda Fogg

Date of next review: 21/10/2020

Date assessment was carried out: 15/07/2020

Review carried out by: Alyson Rhind 21.09.20

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
<p><b>Re-opening of Rydal Hall – Risk of Infection from Covid-19</b></p>	<p>Customers, Staff, Contractors</p>	<p>Clear communication always. Guest Protocol to be sent prior to arrival</p> <p>Ascertain guest ETA on day of arrival.</p> <p>Display copy of Protocol in reception</p> <p>Follow Government guidelines as they change</p>	<p>Add Protocol to confirmation email for new guests. Email to all guests prior to arrival, giving clear procedures of what is expected of Rydal and the Guests</p>	<p>Reception Team</p>	<p>On-Going</p>	<p>On-Going</p>

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		<p>regarding the safe number of guests permitted in the different areas of The Rydal Hall Estate</p> <p>Ensure that all staff are wearing a face covering whenever in public areas</p> <p>All guests (unless medically exempt) should wear face masks when arriving at the Hall and whilst walking through any public areas of the hall during the duration of their stay - masks can be removed when seated socially distanced'.</p>	<p>Regular communication and updates</p>	<p>Management and Reception Team</p> <p>All staff</p> <p>Management and Reception Team</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	

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<b>Risk of infection at check-in</b>	Customers, Staff	Provide hand sanitising station in front entrance porch and bar entrance porch	Provide screen to protect Staff and Visitors	Management	On-Going	Done
<b>Risk of infection at check-in cont.</b>	Customers/Staff cont.	Advise guests that use of face coverings on arrival is preferred.		Management	By 20/07/20	Done
		Mark floor close to reception for social distancing.		Estate Team	By 20/07/20	Done
		Training staff in appropriate check-in procedures		Manager/Senior Reception Staff	Date of individual commencement	On-Going
		Sign on front door asking non residents to ring the doorbell to minimise numbers in the hallway.		Reception Staff	30.07.20	

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		Control numbers waiting on check in days, minimise numbers in the hallway	Review the procedure as the weather changes to ensure that we can ask guests to wait.	Management and Senior Reception Team		

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<b>Re-transmission of Covid19 In public areas</b>	Customer, Staff	Wall mounted Sanitisers provided before entering dining room, on Bar door and outside washroom facilities	Appropriate signage	Management/ Housekeeping	20/07/2020	Done
			Appropriate signage	Management/ Housekeeping	21/07/2020	Done
			Appropriate signage	Housekeeping	20/07/2020	Done
<b>Re-transmission of Covid19 In Bedrooms</b>	Customers, Staff	Remove all non-essential items such as room files, cushions, throws etc.		Housekeeping	On-going	Done
			Enhanced cleaning of rooms between stays, paying special attention to touch points.		On-going	On-going
			No entry to staff for the duration of a stay		On-Going	On-going

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<b>Re-transmission of Covid19 In Bedrooms cont.</b>	Customers, Staff Cont.	Towel change procedure Availability of tea/coffee etc from reception		Housekeeping	On-going	On-going
<b>Public Toilet Facilities – Risk of infection</b>	Customer, Staff	Ensure facilities cleaned and check at least three time per day.	Signature check sheet to be signed after each clean/check	Housekeeper	20/07/2020	Done
		Supply surface wipes in each cubicle.	Social Distancing Signage	Management		On-going
		A cubicle dedicated to staff only	Signage	Housekeeper	20/07/2020	On-going
		Provide Sanitisers outside L&G Toilets				On-Going
<b>Re-transmission of Covid19 Dining Room area</b>	Customers, Staff	Hand Sanitisers available at the entrance.  No Buffet service. Pre-ordered meals.	Signage	Management	20/07/2020	Done

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<p><b>Re-transmission of Covid19 Dining Room area</b></p>	<p>Customers and staff cont.</p>	<p>Guests to be always seated. An allocated seat/table will be reserved for each individual, family or bubble for the duration of their stay.</p> <p>All guests seated at the appropriate social distance 2 m apart.</p> <p>All staff will wear face shields for the duration of the meal service</p> <p>Staff will, wash/sanitise their hands between each customer.</p> <p>Staff will ensure all, crockery, table ware, chairs and tables are</p>	<p>Signage</p> <p>Communication and training</p>	<p>Management</p> <p>Management</p>	<p>20/07/2020</p> <p>Ongoing</p>	<p>Done</p> <p>Done</p> <p>Ongoing</p>

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<b>Re-transmission of Covid19 Dining Room area cont.</b>	Customers and staff cont.	thoroughly cleaned between each service				
<b>Kitchen Area</b>	All staff	<p>Ensure dining room/wash up staff are not going into the food preparation area unless they have to access the chiller and observe social distancing</p> <p>Only one member of staff to enter the chill or dry store at any one time</p> <p>Any staff member not in the live in community bubble, must maintain social distancing</p>	Additional signage And training	Management	21.09.20	21.09.20



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		<p>Minimise contact at handover points when presenting food to serving staff</p> <p>Restrict access to the kitchen to those working within the area.</p> <p>Staff beverage station set up in the Community Dining Room to restrict access to the kitchen</p> <p>All condiments, sugar bowls etc to be sanitised at the end of each sitting</p>	<p>Additional training</p>	<p>Kitchen Manager and all staff</p>	<p>Ongoing</p>	

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<p><b>Lounge Bar Area – Risk of infection</b></p>	<p>Customers, Staff</p>	<p>Special attention to the sanitising of touch point throughout the building at least three times per day</p> <p>Table Service at all times. Pre-ordering of dinner drinks</p> <p>Tables and Chairs to be sanitised between customers</p> <p>All Staff to wear Face Shields when serving Guests</p> <p>Charge all purchases to the Guest’s Room account to minimise contact</p>				<p>On-Going</p> <p>On-Going</p> <p>On-Going</p> <p>On-Going</p>

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<b>Chapel</b>	All customers, staff and clergy	Ensure that chairs are correctly spaced apart 1+ m if wearing masks or 2m	Additional Signage	Management	22.09.20	22.09.20
		Minimise use of bibles and other literature by printing off daily reading. Any items handled to be put in a box and kept for 72 hours before re use.		Management and Chaplain	Ongoing	Ongoing
		Sanitise chairs and all other contact points after use		Chaplain or relevant staff	Ongoing	Ongoing