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|  **nAssessment Details** |
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| **QT Reference No:** |  | **Date:** | 15/7/2021 |
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| **Business Name:** | Best Western Thurrock Hotel  | **Address:** | Ship lane, Purfleet, RM10 1YN |
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| **Insurance Certificate:** | NFU 080x5581538/no6 | **Gas Safety Certificate:** | Yes- Wards Catering services  | **Fire Risk Assessment:** | Reviewed Jan 2020 | **Carbon Monoxide Detectors:** | No |

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| **Completion Guide** |
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| The example below demonstrates how this Risk Assessment works. Give the Severity (S) and Likelihood (L) a score based on the table below. Multiply (S) by (L) to create a risk score (R). Score each job hazard rather than each control measure.

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| **Severity (S):** | **6** Multiple Death | **5** Single Death | **4** Major Injury | **3** Lost Time Injury | **2** Minor | **1** Delay |
| **Likelihood (L):** | **6** Certain | **5** Very Likely | **4** Likely to Happen | **3** May Happen | **2** Unlikely to Happen | **1** Very Unlikely to Happen |

The figures will give a risk score between **0** and **36**:**0-10** low risk (Green), **11-20** medium risk (Amber) and **21-36** high risk (Red).Focus should be placed on any high risk areas and where risk can be mitigated. |

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| **Job Hazard Exposure / Detailed Hazard** | **Possible Harm and Effects** | **Existing Control Measures** | **New Control measures**  | **Severity** | **Likelihood** | **Result** |
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| **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 | Confirmation email with instructions  | Reception team members have signed a fit for work document.Pre arrival email advising guests not to travel if they have covid 19 symptoms Reception desk sanitized before and after shift Advise to staff to continue social distancing to reduce the risk of infection Hand sanitiser available to both staff and guests at sanitize stations shielding screens on reception desksExpress check in- we are in the process of obtaining Kiosks Express checks out – guest can use the key box provided to drop key Card payment onlyDedicated mobile number for guests to contact reception  | 5 | 2 | 10 |
| **Public usage and cleaning of public areas / corridors within the hotel** | Becoming infected with COVID-19 and further spread the infection | PA cleaner to clean daily public toilets and public areas. | Cleaners / housekeepers have signed fit for work documentscleaning schedule is in place specifically for public areas.All staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties- face coverings & gloves Training programme on flow for housekeeping teams to ensure knowledge and skills of cleaning requirements | 5 | 2 | 10 |
| **Public usage and cleaning of public toilets within the hotel** | Becoming infected with COVID-19 and further spread the infection | PA to clean daily Hotel staff to inspect toilets every hour  | A cleaning checklist in the public toilets for transparency every hour .All staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties- face coverings & gloves Training programme on flow for housekeeping teams to ensure knowledge and skills of cleaning requirementsHave cleaning in progress signage and toilets closed during clean  | 5 | 2 | 10 |
| **Use of lifts by both guests and staff** | Becoming infected with COVID-19 and further spread the infection | NO lifts at the property | NO lifts at the property  |  |  |  |
| **Cleaning guest bedrooms**  | Becoming infected with COVID-19 and further spread the infection Contaminated accommodation / spread of COVID-19 | Housekeeping team to service stay overs and departures.Housekeeping team to complete flow module  | Continue Service Departures only Bedrooms ventilated before being cleaned Ensure cleaners / housekeepers have signed fit for work documentsDo not enter the bedroom when the guest is in the roomColour coded cloths to reduce contamination Suspend stop overs / refresh cleans and turn-down services. - only provided after 5 nights All staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties- face coverings & gloves Training programme on flow for housekeeping teams to ensure knowledge and skills of cleaning requirementsHave cleaning in progress signageAll cleaning / maintenance schedules are adhered to and documented accordinglyDirty linen to be placed into linen bags immediately and NOT placed on the floor in the bedroom or corridor, this is to reduce the risk of contamination Lone working for the housekeeping staff to adhere to social distancing and use housekeeping WhatsApp group Any maintenance issues to be resolved after the housekeeper has left the room | 5 | 3 | 15 |
| **Infectious outbreak within a hotel bedroom** | Becoming infected with COVID-19 and further spread the infection Contaminated accommodation / spread of COVID-19 | Inform Duty Manager and call 111 | Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how longOffer assistance with calling local doctors, 111 or the ambulanceInform all staff that the bedroom is in quarantine and do not enterInform duty manager so all cases are accounted for if the situation becomes worse (reporting purposes for the EHO)Place extra guest amenities, food if required, medicines if needed, linen and linen bags outside the guest bedroom… do not enterPlace an emergency body fluid kit outside the for the guest to use in these circumstancesIncrease the number of times your public areas and toilets are cleaned immediately it becomes aware that you have a poorly guest inhouse following the cleaning schedules and staff requirementsBuild into terms and conditions the cost and requirements if a guest has to extend their stay through illnessSpeak with the reception team to move the following booking from the room. If the hotel is full speak with other hotels to see if they can take the booking on your behalfMinimise contact with the guests on departureLeave the bedroom empty for as long as possible 72 hours ideallyContact a specialist cleaning company to professionally fog the bedroomMinimise contact with the guests on departure | 5 | 3 | 10 |
| **Laundry procedures** | Becoming infected with COVID-19 and further spread the infection  | Separate bags for clean and dirty  | Minimise the contact with used bed linen and towelsUse correct PPE when stripping bedsHave the linen bag ready for the linen from that room only secure tightlyRemove to the allocated cageimmediately to minimise cross contaminationDo not place used linen on the floor in the bedroom or corridorKeep dirty and clean linen separate laundry company to supply more linen bags and to request more frequent collections to minimise the amount of used linen in the hotel | 5 | 2 | 10 |
| **Deliveries** | Becoming infected with COVID-19 and further spread the infection  |  | Check with all external delivery companies what their updated social distancing procedures are and how does that affect your business Less deliveries/ different time of deliveries | 5 | 2 | 10 |
| **Room service** | Becoming infected with COVID-19 and further spread the infection Not meeting customer expectation  | Room service placed outside bedroom door Contactless payments only  | Have a clear timed availability and menu on F&B AppF&B App will inform guest how to order and pay(hard copy at reception for guest that don’t have a smart phone , this to be sanitized after each use Room service procedure in place to deliver room service- gloves See operations procedure for room service   | 5 | 2 | 10 |

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| **Bar Service**  | Becoming infected with COVID-19 and further spread the infection | Bar sanitized One member of staff each shift has access to bar only Sanitize bar before your shift  | bar services now available encourage table service only No seating at the bar Card payments only – sanitize after each use Protective screen to remain  | 5 | 2 | 10 |
| **Restaurant Dinner service**  | Becoming infected with COVID-19 and further spread the infection | Sanitize tables and chairs after each use  | No cutlery on tables Give wrapped cutlery on arrival QR code for Menus Condiments (sachets only) Card payments only – sanitize after each use  | 5 | 2 | 10 |
| **Breakfast Service**  | Becoming infected with COVID-19 and further spread the infection | Grab and go breakfast only  | Prepared using gloves Chef to serve cooked breakfast , behind screen Pre-paid  | 5 | 2 | 10 |
| **Conferences**  | Becoming infected with COVID-19 and further spread the infection | Sanitize room after each use  | Hot buffets – plated by staff behind protection screenPack lunches offered to reduce risk of handling food Staff NOT to enter room during use Tea & coffee left outside room Individual bottles of water Sanitizer on T& C station  | 5 | 2 | 10 |
| **Kitchen**  | Becoming infected with COVID-19 and further spread the infection | One chef on each shift  | Sanitize stations Safe zone for food collection  |  |  |  |
| **Serving of Alcohol**  | Becoming infected with COVID-19 and further spread the infection | No service at the bar  | Introduction of the following * Food & drink App
* Card Payments only via the app
 | 5 | 2 | 7 |
| **Serving of Food & Drink in the garden**  | Becoming infected with COVID-19 and further spread the infection |  | Introduction of the following * Food & drink App
* Card Payments only via the app
 | 5 | 2 | 7 |
| **Weddings**  | Becoming infected with COVID-19 and further spread the infection | No service at the bar  | Introduction of the following * Food & drink App
* Card Payments only via the app
* Staff all in PPE
* Screens on function bars
* Buffet – served by waiter
 | 5 | 2 | 10 |
| **Events**  | Becoming infected with COVID-19 and further spread the infection | No service at the bar  | Introduction of the following * Food & drink App
* Card Payments only via the app
* Tables 1 meters ap
* Buffet – served by waiter
 | 5 | 2 | 10 |
| **Face coverings**  | Becoming infected with COVID-19 and further spread the infection | Wear face coverings  | We have now mandated that staff must wear a face covering. It is now part of the unform standards.To be reviewed once infection rates decline  | 5 | 2 | 10 |
| **Ventilation**  | Becoming infected with COVID-19 and further spread the infection | Reduce seating in bars to 70% and open windows  | Ensure all areas are well ventilated, opens windows as often as possible  | 5 | 2 | 10 |
| **NHS Check in poster**  | Becoming infected with COVID-19 and further spread the infection | At reception on display  | Remove other posters, we have hotel guest details on file if we get informed of a positive result from a guest . | 5 | 2 | 10 |
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