

**King William IV Country Inn and Restaurant
Coronavirus/COVID-19 Risk Assessment**

This version 14th October 2020, Reviewed May 2021

King William IV Country Inn and Restaurant wants to ensure that your visit is safe and enjoyable for staff and guests. We have completed our risk assessment and put reasonable control measures in place. We expect everyone to follow the rules to protect people and make your visit a pleasant experience.

From May 17th 2021 customers will be able to return to dining and drinking inside the building. Guests will be allowed to stay overnight. It is no longer a requirement to serve a substantial meal with drinks. There is no curfew. However, customers must be seated to eat and drink. The premises must remain COVID secure.

There is now a requirement that a record of contact details of all guests over 16 years old is maintained for NHS test and trace purpose. There is no requirement to present evidence that a person has been vaccinated, has antibodies or has a recent negative test.

You can meet up outdoors with friends and family you do not live with, either:

- In a group of up to 6 from any number of households (children of all ages count towards the limit of 6)
- In a group of any size from up to two households (each household can include an existing support bubble, if eligible)

Our customers and staff are required to wear face coverings when not seated, sanitise and wash their hands and respects other people's space. We do expect our customers and guests to be responsible and not to visit the premises if they have symptoms, they are self-isolating or have been in contact with someone who has tested positive.

On the 21st June most restrictions will be lifted. The guidance will be updated before this date and this assessment reviewed. However, the rules are constantly being reviewed by the Government and may change with short notice

The Government's guidance is that we should try and keep a 2m social distance to other people. If this is impossible then you need to apply one metre plus. This means that if you cannot stay more than 2m away from other people you must use additional measures of protection. 1m plus means:

- Keeping a safe distance, stay behind a screen
- Covering your face with a mask or using a visor
- Avoiding face to face contact or talking directly to someone's face in the 2m zone
- Avoiding raising your voice
- Keeping contact to less than 15 minutes
- Ensuring coughs and sneezes are kept away from others – cough into your elbow or a tissue
- Do not touch your nose, eyes and mouth

Current guidance requires that customers in hospitality wear face covering when not seated

A face covering is a mask, visor or screen. Masks should be changed or washed at least daily. Visors and screens must be wiped down with an anti bacterial spray at least every day

Working Safely for Staff

General principles

- Diners, drinkers, guests and staff must wear face covering in all public areas indoors
- People need to avoid being closer to people than 2m. Where this is impossible you must maintain 1m plus indoors and outdoors
- Manage people to maintain a safe distance
- Wash your hands or sanitise frequently and between guests if possible
- Clean everything frequently
- Report any health problems

General rules

- Hand washing on arrival and frequently throughout the shift.
- Regular hand sanitising, particularly between guests
- Clean/sanitise items handled by others
- Regular cleaning with standard food safety cleaning products
- Maintain a 2m distance or 1m plus to others,

General requirements - staff

- It is important that staff are seen to be following the rules to reassure guests, it is as important as being welcoming and friendly
- Wear face coverings in all public areas. This does not apply to kitchens, store rooms, the office or the cellar. Wear face coverings when waiting on customers outside
- Wash your hands when you arrive and leave the building and repeat frequently during your shift. Food hygiene rules provide similar protection
- Sanitise your hands frequently, when working with guests and after handling anything handled by others
- Maintain a 2m distance whenever possible. If you need to get closer then 1m plus applies.
- Your hands must be clean when handling anything used by guests, sanitise gloves the same as you would with bare hands
- Minimise the time you spend with others, less than 15 minutes is safer
- Limit the number of people in an area. One in, one out in a small room
- Keep personal items to a minimum. Coat, bags etc should be avoided. Do not take them into the working area, do not put them into an office or other area used by others. Change into your uniform before coming to work if possible (this does not apply to kitchen staff)
- While the risks are less outside, you must still maintain a safe distance and follow the hygiene rules

PPE and hygiene supplies

- Soap and warm water are very effective at killing the virus – wash your hands frequently
- Sanitiser is safe and convenient, but may dry the hands with frequent use, so use a moisturiser at the end of the shift
- Gloves help avoid skin contact but need to be sanitised the same as hands. Hands must be washed or sanitised before and after using gloves. However, gloves may reduce your ability to grip, so take care
- Barriers prevent the virus spreading to nearby people
- Face shield or visors prevent coughs and sneezes infecting the user and prevent spread to others. You do not need to wear a face covering in addition to a visor.
- Face coverings help prevent the wearer's coughs and sneezes spreading. Any type of covering is suitable, either disposable or reused homemade one's washed daily
- Face visor need to be sanitised before and after use and if the user thinks they may be contaminated
- Any food safe anti-bacterial disinfectant cleaner is safe to use, antibacterial sprays are appropriate if state that they kill virus

The virus may remain active on hard surfaces for up to 72 hours and on soft surfaces, such as paper or cloth, for up to 24 hours. If someone touches their face, does not cover a cough or sneeze, does not wash or sanitise regularly or is asymptomatic but infected, they may transfer the virus to surfaces or others. Coughs and sneezes will remain in the air for a while. Current guidance suggests that being outside or in a well-ventilated area is lower risk as the virus disperses quickly.

Face coverings are intended to protect others from your coughs, sneezes and breathing. They also provide some protection from the virus in the air. Any type of covering is suitable. They need to be disposed of at the end of a shift or washed daily if made from suitable material

Recording guests' details for the test and trace service

Any visitor to the premises needs to be recorded to enable the NHS Test and Trace service to contact anyone who has been near to a person who has tested positive. This applies to everyone over 16 years old.

- Drinkers and diners should scan the QR code or complete the sheet given to them at their table
- Residents contact details will be recorded when they book a room. When they arrive, the receptionist will confirm details and check that everyone is well and is not showing any symptoms of the virus
- Diners will book and provide contact details. When they arrive, the receptionist will confirm the details and that everyone is well
- All other customers will provide details when they arrive by scanning the QR code or adding their contact details to the form on the table
- The form should not be on public display. Completed forms must be placed in the secure location after being completed
- The data on the form is personal data and protected by GDPR. The form will not be shared with anyone other than the Test and Trace service.
- The forms will be taken to the office after closing in the evening. They will be kept in a secure place and destroyed after 21 days

Residents

- Wear a face covering in all public areas and circulation routes at all times when indoors unless sitting down to eat or drink
- Maintain a 2m social distance or 1m plus. Avoid close face to face contact
- When moving around the premises, allow others to pass, look ahead to check for others, do not cross in corridors or restricted spaces and do not enter small spaces if other people are already in there
- Follow the instructions given by staff, read and comply with the signs
- Sanitise and wash hands regularly

Cleaning rooms

- Two cleaners will be a "bubble"
- Do not clean a room if guests are present
- Wear a face coverings at all times when indoors in public areas
- Wear gloves and wash before and after use. Wash your hand or sanitise your gloves before each room
- Open windows when working to disperse and virus in the air
- Clean, then sanitise the room.

Clean the room as normal using the normal cleaning products to remove dirt, grease and dust.

Once the room is clean, spray disinfectant and allow to stand for a few moments before wiping off

Use new cloths for each room

Wipe all surfaces that may have been touched by the guests, including the bedside lights, door handles, switches, bedside tables, hairdryers, toiletries, the hotel folder, toilet flush and taps, the headboard and chairs

Avoid touching your face when cleaning

Avoid shaking used sheets

Empty the vacuum cleaner every day

Risk Assessment

Activity	Controls	Requirement
Face coverings - staff	Wear face coverings in all public areas. This does not apply to kitchens, store rooms, the office or the cellar. Wear face coverings when waiting on customers outside	Staff instruction
Staff need to avoid gathering when arriving and meeting	Maintain a 2m distance	Staff instruction
Parking, outside	Personal responsibility to maintain a safe distance	
Sanitise on arrival Staff and guests	Sanitiser units (5) required at: - Bar door - Reception - Guest door to bar - Guest door to restaurant - Garden Room door	5 sanitiser stations Signs at sanitiser points Additional supply of sanitiser Push gently signs
Arrival	Wait to be seated and order at the table	Notice on the bar door Notice at the bar
Face coverings - customers	Wear face coverings in all public areas unless sitting at a table to eat or drink	Staff instruction
Guests need to be taken to a table before ordering Waiting service only	Staff wear face covering indoors and outdoors when waiting Encourage contactless payment when indoors. Contactless does not work outside, guests will need to visit the bar Staff handle glasses with clean/sanitised hands Advise that all orders will be taken by the waiting staff	Notice posted
Managing groups of guests Legal considerations	From 17 th May let customers know that by law they can only visit in groups of up to 6 people (unless they are visiting as a household or support bubble which is larger than 6). This will be managed during the booking process.	
Take contact details or scan the QR code	Ask the guest for contact details, explain that is a Government requirement and that details will only be shared with the Test and Trace service and will be destroyed after 21 days Confirm this with diners and residents	
Handing cash	Customers put cash on a tray, change replaced in the tray Sanitise after handling cash	
Protection for waiting staff	Wear face coverings Maintain 1m plus	
Drinking in the bar and outside	Tables and chairs laid out to maintain a 2m seating distance (back to back rather than face to face for different groups) Table service only	Regular review of layout and plan for bookings Sign for restricted tables Signs on tables outside
Reception	Guests and staff wear face coverings Restaurant guests and residents are welcomed by reception, details personal confirmed and taken to a table Wipe down the desk after guest contact Encourage sanitiser use	Notice at reception 2m line in front of the desk

Activity	Controls	Requirement
	Receptionist will wear a face covering or visor if closer than 2m	
Luggage	Guests should handle their own luggage, unless they are disabled or frail, in which case sanitise before and after	
Guest at higher risk	If a guest is vulnerable, they should advise staff who will take appropriate action	
Disabled guests	Where a guest is identified as disabled, the receptionist will complete a simple risk assessment to ensure that appropriate social distancing can be maintained	
Safe tables	Tables will be laid out and used to ensure groups are 2m or 1m plus. All tables will be positioned to ensure that face to face contact is avoided as far as possible 2m. Some tables will be left empty, unless numbers require them to be used, then late arrivals will be placed next to early arrivals to reduce contact time	
Seating guests	Take diners to the table, you may need to ask them to wait if the table needs to be laid and explain the system	
Managing occupancy levels	Diners will be staggered to try to avoid queues at reception Front of house manager will monitor the number and placing of guests to ensure that 2m or 1m plus social distancing is maintained	
Preventing gatherings	Encourage guests to take their seat as soon as possible, move them along to maintain social distancing	
Managing drinker's behaviour	Where people do not behave safely staff must advise them to follow the rules and explain that it is necessary to protect them and others. Where this does not work, the front of house manager will ensure the person is managed appropriately	
Glasses	Glasses must only be used for one drink Do not hand wash glasses Sanitise or wash hands when handling glasses after washing Wash/wipe trays on return Tell guests that staff will clear the tables Take drinks on a tray and ask people to take them	
Ordering and serving food	Waiters wear face covering and maintain 2m or 1m plus Stop and think about how you work around the table to avoid being too close or face to face with people Take plates on a tray and ask diners to take them	Staff instruction
Occupancy levels	The layout and placing of diners and drinkers will be managed to ensure that the numbers of people are controlled, they are more than 2m apart or prevent people sitting face to face closer than 2m	
Crockery, glasses and cutlery etc	Maintain a limited supply of cutlery in the trays, Handle with gloves, cover items if not in use Guests are not allowed to handle cutlery, condiments from the trays – waiter service only	
Laying dining tables	Tables will be laid on booked tables only	

Activity	Controls	Requirement
	The table will be sanitised beforehand	
Clearing tables	Remove everything when people leave Clean the tables, condiments All tables to be cleared at the end of each service Spray and wipe tables and chairs Oil/vinegar containers need to be kept low and cleaned/sanitised regularly	
Regular cleaning of anything touched by guests	At least one every hour or so and always less than every 2 hours, wipe down anything regularly touched by guests, such as door handles, rails etc If doors are closed, wipe door handles every hour Clean the card machine if handles by customers	
Cleaning items in use	Clean the till, pumps and other items before and after use by others and on an hourly basis	
Daily cleaning in addition to normal cleaning	Wipe/sanitise all hand contact surfaces, tables, chairs, hard surfaces, doors and handles, rails, etc Clean waiting stations Wash the floors with a 1% - 5% bleach solution or disinfectant daily	
Cleaning the kitchen	Food safe cleaning provides a similar standard for cleaning for virus protection Clean door handles, and fixed items regularly handles every hour or so throughout the service	
Hand hygiene	Sanitiser bottles for staff use located at: - The bar - Reception - Waiting stations - All offices, the cellar, the kitchen - the food collection point	Good supply of sanitiser in stock
PPE required	Face coverings must be used by staff if they require it	Good supply of stock
Toilets	One in, one out policy as far as possible. The middle urinal is not to be used Hand wash is appropriate Additional wipe down during the shift Avoid using hand dryers, paper towels are safer Check supplies during service Staff always clean the sink, door handles and anything touched by guests with sanitiser	Signs on toilet doors Paper towels Hand washing sign
Kitchen Restricted space, 2 to 4 people working	Plan and organise service to manage social distancing and hygiene Chefs follow normal food hygiene rules which also kills the virus Avoid face to face working Cooker extraction system will remove any risks at cooking points, if working face to face Other prep is completed facing walls Food hygiene cleaning also kills the virus Frequent hand washing is normal kitchen practice (sanitiser may leave a taint on food, so take care) Review circulation routes to avoid people being close or face to face	Daily review before starting service
Collecting plated food for tables	Staff need to adopt a one in one out at the collection point	
Corridors and circulation	It is unlikely that the numbers of people would cause	Notice between

Activity	Controls	Requirement
	problems, but people need to behave responsibly Review circulation routes for staff depending on the areas in use Guest need to wait and allow others to pass	reception and bar Staff to monitor and encourage safe distancing
Cleaning guest rooms	Housekeepers work in a fixed team, but avoid face to face working within 2m Additional cleaning of anything touched by hands - doors, handles, bedside, switches, rails, banisters	Staff instruction Review cleaning routine
Staff smoking/welfare	Only one person in an area at a time	Staff instruction
Office, laundry room, cellar, walk in refrigerators, storeroom etc	Only one person in a room at a time	
Staff meetings	Hold in an area that will ensure 2m distance	
Buffet breakfasts	Cold breakfast service will be laid out and served by the waitress, rather than by the guests	Notice
Counting cash	Use sanitised hands,	
General working	Normally completed alone	
Managing deliveries	Drivers will drop and retreat, paperwork is avoided Sanitise your hands after handing a recent delivery	
Emergency	In the event of an emergency: Fire alarm: ensure everyone leaves, goes outside, but stand apart Accident or emergency: deal with the event or person, try and maintain a safe distance but this may be impossible. Dealing with the situation or person is the priority, but take care	

Signage

Location	Text
Front of house	QR Code Please wear face coverings Table service only
Outside facing Bar doors (IN) Reception (IN)	Welcome Please wait to be seated Please maintain a 2m safe social distancing Wait if other people are queuing Sanitise your hands as you enter
Reception Desk	Welcome Diners, please wait to be taken to your table Maintain a 2m social distancing if people are queuing Sanitise your hands
Breakfast buffet	Please be seated, our waitress will serve you
2 x Side doors (IN)	Welcome Please maintain a 2m social distancing Wait if other people are in the lobby Sanitise your hands
Toilets	In order to maintain social distancing, the toilets are restricted to one person at a time, please wait if someone else is using them
Tables not in use	Please do not use this table to help us maintain social distancing
5 x Sanitiser points	Please sanitise your hands when you arrive and as you pass this point Push gently
Bar and reception	Table service only
2 x Stair guest notices	Wear face coverings Please maintain a safe social distance and sanitise your hands before entering the bar or restaurant
Sanitiser dispensers	Push gently

Suggested text for a notice in the guest room book

Welcome

- Your room will be sanitised before you arrive and every day. We will ensure that your room is kept clean and safe
- Please maintain a safe social distance of two metres to other people or adopt a one metre plus approach to ensure that the spread of the virus is reduced
- Wear face coverings when in public areas or in circulation routes
- Please respect social distancing when using the corridors and selecting a table for breakfast. We have suspended the buffet service for the time being, your waitress will serve you
- Please wash your hands regularly and use the sanitiser stations at the bottom of the stairs, the restaurant and the bar
- Make yourself known to staff who will take you to your table