

King William IV Country Inn and Restaurant
Coronavirus/COVID-19 Risk Assessment
This version 7th July 2020

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.

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

While not a legal requirement, the use of face coverings is advised by the Government. Any type is suitable and should be disposed off each day or washed daily. People need to make their own decision about wearing face coverings. Wearing glove is also not compulsory. It may increase your risk if you do not wash or sanitise your hand with gloves on enough

General principles

- Staff need to avoid being closer to people than 2m. Where this is impossible you must maintain 1m plus -
- Manage guests to maintain a safe distance
- Wash your hands or sanitise frequently and between guests
- 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
- 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 than 1m plus applies.
- Your hand 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 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.

- 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
- Drinkers will provide details when they arrive at the bar, reception or when served for the first time
- Only one contact in a party is needed, this person is responsible for ensuring that details of others are provided if requested by the NHS Test and Trace service
- Staff will complete the form with a name and phone number
- A form for casual/drinking guests will be kept at the bar and reception. Other details will be kept with the booking details
- The form should not be on public display and should not be given to a guest to complete themselves
- 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

- 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
- While not a legal requirement, the wearing of face coverings is advised by the Government

Cleaning rooms

- Two cleaners will be a "bubble"
- Do not clean a room if guests are present
- 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 clear every day

Risk Assessment

Activity	Controls	Requirement
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	Bar guests maintain a 2m distance Wait and order 2m from the bar	Notice on the bar door Notice at the bar Line on the floor 2m from pumps
Guests need to find a table before ordering Order at the bar Waitress service for further orders	Encourage contactless payment Order, collection point and contactless payment Staff handle glasses with clean/sanitised hands Staff retreat behind the screen when the customer collects an order Advise that further orders will be taken by the waiting staff	Notice at collection point Additional contactless machine
Managing groups of guests Legal considerations Updated 23 rd June 2020	Gatherings indoors should only be occurring in groups of up to 2 households (including your support bubble). It is against the law to gather in groups of up to more than 30 people, except for the limited circumstances This cannot be policed by staff, but large groups should be reported to Nick	
Take contact details	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	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 after the first bar order Drinkers are not allowed to stand or sit at the bar	Regular review of layout and plan for bookings Sign for restricted tables Signs on tables outside
Reception	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 Receptionist will wear a face covering or visor if closer than 2m	Notice at reception 2m line in front of the desk
Luggage	Guests should handle their own luggage, unless they are disabled or frail, in which case sanitise before and after	

Activity	Controls	Requirement
Guest at higher risk	Where a guest is identified at a higher risk – it is up to the guest to advise, but it may be prudent to check where you suspect this may be the case – the receptionist will complete a simple risk assessment to ensure that appropriate social distancing can be maintained	
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 people are 2m or 1m plus. All tables will be positioned to ensure that no face to face contact is within 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 keep sanitised hands when handling glasses Sanitise 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 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 just on booked tables only The table will be sanitised beforehand	
Clearing tables	Remove everything when people leave Clean the tables, condiments	

Activity	Controls	Requirement
	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: <ul style="list-style-type: none"> - 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 may be used by staff if they require it	Good supply of stock
Toilets	One in, one out policy, 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 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	Notice between reception and bar Staff to monitor and encourage safe distancing

Activity	Controls	Requirement
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 stands 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	