



COVID-19 Risk Assessment Statement

KEPPEL GATE BED AND BREAKFAST

Who might be harmed?

- Staff
- Visitors and guests
- Vulnerable groups
- Anyone who is physically in contact with you
- Family

Controls Required

Hand Washing

- Hand washing facilities with soap and water available to everyone
- Stringent hand washing taking place in accordance with government guidelines
- Drying of hands with disposable paper towels
- Gel sanitisers in each room

Cleaning

Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, using appropriate cleaning products and methods. All rooms will be fully sanitised and deep cleaned between each use. Bedding/Towels will be washed on a 60 degrees wash, all surfaces will be sanitised.

Social Distancing

Social Distancing – will continue, guests will be greeted and allowed to enter their room whilst social distancing. Any communication will take place electronically including payment, breakfast orders and any other room service required. Wearing a face covering where they come into contact with people they don't normally meet in enclosed and crowded spaces.

Breakfast

For guests requiring breakfast, social distancing will remain in place, different groups will have different time slots for the dining room, breakfast is table service. Staff will use PPE whilst serving guests.

We have a grade 5 food hygiene standards and intend to enhance our protocols and procedures currently in place.

Symptoms of Covid-19

Staff members or customers should self-isolate if they or someone in their household has a new, persistent cough; a high temperature; or loses/has changes to their sense of taste or smell, even if these symptoms are mild. They must also self-isolate if they or someone in their household has had a positive COVID-19 result, or if they have been told to self-isolate by NHS Test and Trace.

ACTIONS TO PREVENT CORONAVIRUS

SAFETY FEATURES

- Staff follow all safety protocols as directed by local authorities, ie wear face masks, wash hands and wear rubber gloves [when appropriate]
- Hand sanitizer [Alcohol based] in guest accommodation and key areas
- Physical distancing rules [as applicable at the time]
- Contactless check in/check out
- Whenever possible, use online booking and pre-payment and arrange for contactless bank transfer payments.

CLEANING

- Use of cleaning chemicals [including high grade disinfectant] that are effective against Coronavirus
- Linens, towels and laundry washed in accordance with local authority guidelines
- Guest accommodation is disinfected between stays
- Guests can opt out of daily accommodation cleaning services
- Guest accommodation sealed after cleaning
- Physical distance in car park, garden, hall way, stairs and breakfast room
- All plates, cutlery, glasses and other tableware are sanitized
- Should there be a known or suspected outbreak of Covid then the Government guidance on additional cleaning and hygiene protocols will be adhered to.

MITIGATION OF RISK / OUTBREAK PROTOCOLS

- Hotel and guest accommodation facilities are legally required to keep a record of all visitors, customers and staff on the premises, to support NHS Test and Trace. Guest to please use the QR code and complete the Guest Registration Form on arrival.
- Guests should follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection.

- If a guest informs us that they have tested positive for COVID-19 or they have symptoms of COVID-19: We will advise the guest (and any relevant members of their family or party, such as those sharing a room) to immediately self-isolate where they are if possible (to minimise any further risk of transmission), to arrange an NHS test as soon as possible, and to return home.
- ***Guests with confirmed or suspected COVID-19 should return home. Guests should make arrangements to travel home if they reasonably can, using private transport (but should only drive themselves if they can do so safely). Guests will not be able to self-isolate at Keppel Gate Bed and Breakfast.***
- ***If a guest cannot reasonably return home (for example, if they do not have the means to arrange private transport or they are not well enough to drive themselves home safely) their circumstances should be discussed with an appropriate healthcare professional and, if necessary, the relevant local authority.***
- Guests have a legal obligation to self-isolate if they have COVID-19 symptoms, a positive test, or are told to self-isolate by NHS Test and Trace, please inform owners if this happens.
- Should a member of the B & B household show COVID-19 symptoms they will isolate in a different part of the house, arrange for a test and if necessary close the business on appropriate healthcare and professional advice, and ask guests to leave if appropriate. A pro-rata refund on any days of the stay remaining will be made.