

Significant Hazards	People who are at risk from the significant Hazard identified	Control measures or note where the information may be found
Risk: General		
General	Customers, Staff and Contractors	<ul style="list-style-type: none"> ▪ Upon greeting no handshaking ▪ Hand sanitiser available at entrance points ▪ Customer card will not be handled by host during payment. Clean any card machine after usage ▪ All high touch points in common areas cleaned regularly ▪ Clear signage to remember social distancing ▪ Social distancing must be adhered to in public areas, stairways and hallways ▪ PPE available for staff use ▪ Staff hand washing in line with Government guidelines. ▪ We recommend that guests wear masks in public areas.
Risk: Pre-Arrival/Arrival		
Pre Arrival/ Arrival	Customers and Staff	<ul style="list-style-type: none"> ▪ Guests will receive a text message or communication via third party booking agent giving advice not to arrive if they are showing symptoms and also asking guests to adhere to hand cleansing on arrival. ▪ Keys to be sanitised and bagged between guests ▪ Guest to complete covid 19 questionnaire and contact form.

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		<ul style="list-style-type: none"> ▪ Pens to be sanitized before use and placed separately after use. ▪ Staff not to handle customer baggage ▪ Guests to arrive at staggered arrival times
Risk: Rooms		
Rooms	Customers and Staff	<ul style="list-style-type: none"> ▪ Rooms thoroughly cleaned between each guest. ▪ Bedding and towels washed at 60oC ▪ Hard and high touch surfaces, e.g door handles, light switches, remote control and kettles cleaned and sanitised daily. ▪ Daily cleaning in guest rooms, staff will wear PPE as appropriate. ▪ Tea/ Coffee available in rooms, changed daily and any unused disposed of. ▪ Individual toiletries available for each guest. ▪ Welcome information and menu for breakfast will be printed daily for each room.
Risk: Breakfast/Mealtimes		
Breakfast/ Mealtimes	Customers and Staff	<ul style="list-style-type: none"> ▪ Breakfast provided in dining room, ordered through menu provided in guests room. ▪ Allocate time to guests dining for breakfast ▪ Tablecloths to be disposed of after each guest ▪ All cutlery is set for each guest ▪ Salt & pepper provided for each table ▪ Separate cafetières and teapots provided

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		<ul style="list-style-type: none"> ▪ Sugar and condiments are sachets available on request. ▪ Individual boxes of cereal to be ordered through menu ▪ No buffet and only preordered food available ▪ Social distancing measures will be in place in dining room. ▪ Hand sanitiser will be available at each table. ▪ Appropriate PPE to be worn by staff ▪ Chairs, tables and any crockery to be left on tables (salt and pepper) will be cleaned thoroughly between each sitting. ▪ Any unused crockery will be washed before being reused.
Risk: Bathrooms		
Bathrooms	Customers and Staff	<ul style="list-style-type: none"> ▪ One toilet roll will be issued per bathroom. ▪ Wipes available for guests to clean toilet surface of shared bathroom before or after use. ▪ Shower cleaner available for guests to spray shared shower before/ after use. ▪ Shared bathroom guests to be allocated a time to use showers. ▪ Shared bathroom will be cleaned regularly throughout the day. ▪ Shared shower will be cleaned before each rooms allotted time. ▪ Hard and high touch surfaces, e.g door handles, light switches, toilet handle,

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		toilet brush handle and shower control cleaned and sanitised regularly.
Risk: Checkout		
Checkout	Customers and Staff	<ul style="list-style-type: none"> ▪ Guests to leave their key in the room door when leaving and use the exit via the garden door. ▪ No handshaking ▪ Any final payments preferably card will be completed handsfree. Cash to be left on the table by the guest for the staff to collect.
Risk: Kitchen		
Kitchen	Staff	<ul style="list-style-type: none"> ▪ Handwashing must take place regularly in line with Government Guidance and Health and Safety regulations. ▪ Anti-bacterial washing up liquid to be used ▪ PPE needs to be worn when appropriate. ▪ Worktops and other high touch areas to be regularly sanitised.
Risk: Guest Infection		
Guest Infections	Customers and Staff	<ul style="list-style-type: none"> ▪ Any guest becoming unwell must leave the premises and return home for self-isolation. ▪ Other guests will be informed. ▪ The relevant bodies will be informed for track and trace purposes. ▪ The Guest room will be thoroughly deep cleaned including sanitising and left for a minimum of 72 hours before reoccupation.

Links for further advice:

[The official NHS Coronavirus advice page](#)

The National Health Service's latest advice on Coronavirus.

[How to wash your hands properly - NHS advice and video](#)

The National Health Service's guidance on thorough hand washing (including video).

[VisitBritain's Coronavirus advice page](#)

The official tourist authority VisitBritain has this page of information for hospitality businesses about the Coronavirus, with advice and latest information.

[Official Gov.UK COVID-19 Advice](#)

This page has official Government advice on what do if you have symptoms, the risk level, diagnosis and analysis, and further links.

Review	Original Assessment Conducted by:	Andy Fisher		29 th June 2020
	Review Conducted by:			
	Review Conducted by:			