

Hospitality Businesses

Covid 19 / Coronavirus Specific Risk Assessment

Cottage and B&B Rooms at the Steamboat Inn

BUSINESS NAME: The Steamboat Inn
DATE COMPLETED: 17 April 2021
REVISION NUMBER: 7
DATE FOR REVIEW: Post any reviews/substantial changes by the Scottish Govt.
REVIEW CONDUCTED BY: Audrey Weir of Norton Weir Professional Services & Katarzyna Reczko as Co-proprietor of the Steamboat Inn

Key Assessment Areas:

1. Self catering cottage and B&B Rooms
2. Staff members: Cleaning and General
3. Guests

Controls have been implemented via:

- Risk assessment relevant to the business i.e. this document, which will be kept under review
- Written policy. For example: staff policy on covid-19
- Signed records of policy and guidance provided. For example: that staff have read/understood all requirements for safety and hygiene related to Covid 19
- Checklist(s) and records. For example: cleaning
- Discussions with employees. For example: on Covid symptoms and when not to attend work
- Training. For example: on cleaning checklist.

Evidence of measures taken includes:

- Invoices. For example: for staff PPE, disinfectant sprays and hand sanitisers
- Photographs. For example: of external signage, risk assessment certificate
- Inspection records. For example: of accommodation
- Testing records. For example: of ventilation units
- Training records. For example: on hygiene.

1. Self Catering Cottage and B&B Rooms

What we Have Assessed	Risk factor(s)	Risk Assessment Comments	Risk Control(s) in Place	Responsible Person
Time that rooms and cottage will be left unoccupied between guests	Ability of the virus to live on soft and hard surfaces.	Review of updated ASSC guidance, and cleaning protocols (April 2021).	<p>POLICY: Where possible, rooms will be left empty for three days after a guest exist the room or cottage.</p> <p>Where three days is not possible due to demand, either:</p> <ul style="list-style-type: none"> - Mattress, pillow and duvet protectors will be used – to be washed at 60c between guests - Mattresses and other soft furnishings such as curtains/blinds/sofa/chairs – to be disinfected with an EN 14776 virucidal spray. <p>PROCESS: ASSC Cleaning checklist in use.</p>	Kate Reczko
Items left in the cottage and BnB rooms: Non essential	Items left as decoration, but which are not essential to the use of the room/cottage.	An assessment of all items has been conducted and items such as plants, games, books, tooth mugs etc, have all been removed.	<p>POLICY: Thorough assessment concluded about what can be sufficiently cleaned to ensure each changeover is as safe and manageable as possible.</p> <p>After which, all non essential items have been removed.</p>	Kate Reczko
Items left in the cottage and BnB rooms: Guest welcome and hospitality	Welcome items such as tea/coffee, shampoo and soap. Provided linens and towels.	Assessment of both covid guidance and guest preference.	<p>COVID INFORMATION PRE ARRIVAL:</p> <p>Guests receive a covid information mail informing them of policies at the Inn. This allows guests to specify whether they want to have provided linens and towels, and coffee making facilities in their room. Guests are provided with single sachet/use shampoo, conditioner, and shower gel.</p>	Kate Reczko

Self catering items: COTTAGE ONLY	Hygiene of items provided for self catering.	Review of cleaning before and after use.	PROCESS: Items provide for self catering e.g. plates, glasses etc, to be run through a dishwasher cycle prior to arrival of guests. Kettles and toaster and electrical items that cannot be put into a dishwasher, have been disinfected between use by guests and/or washed in soapy water.	Kate Reczko
Booking policy: Changeover time (impacts arrival and leaving times)	Time required for new cleaning protocols.	Necessary time to allow cottage or rooms to be properly cleaned – and items such as bed linen, duvets, pillows etc – to be properly cleaned.	POLICY: Check in times will be later – at up to 17:00, and check-out times earlier – at 10:00 – to allow for enhanced cleaning of accommodation. Times will be reflected in booking conditions, and stated in the covid information provided pre arrival.	Kate Reczko
Booking policy: Group sizes and number permitted to meet in Scotland	Managing the maximum number of individuals in a group booking, in line with Scottish Government guidelines.	<i>Update 16th April 2021.</i> In the expectation that all of mainland Scotland will transition to level 3 on 26 th April: <ul style="list-style-type: none"> a. Open (must follow in-house socialising rules). b. Restricted to bookings for one household (or extended household) – from 16th April, rising to four people from two households from May 17th. 	PROCESS: Staff have been trained to understand the constraints on group sizes and maximum number of households in any one booking. Latest staff training: April 2021.	Kate Reczko
Bookings from Individuals in Scotland, the rest of the UK and overseas	Driving down infection rates.	<i>Update 16th April 2021</i> In the expectation that all of mainland Scotland will transition to level 3 on 26 th April: <ul style="list-style-type: none"> a. Accepted when travel to Scotland is permitted from 	POLICY: The Steamboat requests a postcode from the lead on each booking. The Steamboat does not accept bookings with a postcode in level 4 (currently no area of Scotland). Bookings from across the UK will be	Kate Reczko

		<p>other areas of the UK. As at 16th April:</p> <ul style="list-style-type: none"> a. England – permitted b. Wales – permitted c. Northern Ireland – continues under a “stay local” regime. <p>As time passes and rules change, staff will cross check changes when taking a booking from outside of Scotland.</p> <ul style="list-style-type: none"> <i>b.</i> Overseas booking enquiries - subject to a case by case review. 	<p>accepted subject to travel policies applying in Scotland, England, Wales and Northern Ireland. Booking enquiries from overseas will be considered on a case by case basis, subject to acute risk countries as at the time of enquiry/proposed booking date.</p> <p>PROCESS: Staff training.</p>	
Food and Drinks for Guests		<p><i>Update 16th April 2021:</i> Room service, including alcohol, is permitted as it has been previously.</p>	<p>POLICY: The Steamboat Inn may or may not opt to provide food and drink to guests in accommodation, at their discretion. In the event that they opt to do so, they will operate within current guidance on hours of operation and what may be served.</p>	Kate Reczko

2. Cleaning Staff and General Staff (The Steamboat Inn Team)

What we Have Assessed	Risk factor(s)	Risk Assessment Comments	Risk Control(s) in Place	Responsible Person
Protection of cleaning staff	Droplets in the air immediately after guests leave. Staff exposure to coronavirus when cleaning the cottage and B and B rooms after guests leave.	Review of ASSC guidance, and cleaning protocols – updated in April 2021. Additional PPE to be used compared to other areas of the Inn - as the guests spend a larger amount of time in their rooms.	POLICY: In the event that a room is being cleaned less than 2 hours after the guest leaves, the cleaner is to: <ul style="list-style-type: none"> - Ventilate the room as far as possible - Use a face covering, apron and gloves. Discussion with Cleaning Staff: On the necessary standard of cleaning, PPE, and use of the ASSC based checklist. POLICY: Cleaning staff will be provided with face coverings, washable apron and re-useable gloves. In the event that there is any identified or known risk of a guest having had coronavirus or symptoms – cleaners to use disposable gloves, face covering - and disposable aprons.	
Use of face coverings	Exposure by not being able to observe the 2m distance rule when exchanging keys, delivering items needed by a guest.	Review of optimal face coverings.	PPE: Staff have been provided with face coverings. PROCESS: Staff have been advised to use face coverings– in line with Scottish Government guidance – applying as from 14 th September 2020.	Kate Reczko

3. Guests: Cottage and B and B Rooms

What we Have Assessed	Risk factor(s)	Risk Assessment Comments	Risk Control(s) in Place	Responsible Person
Social distancing: on arrival and when parking	Managing the potential for too many cars - precluding safe distancing. Managing distancing of customers (locals and visitors) that walk to the Steamboat. Safe distancing in available outside and inside spaces.	Review of how bookings are taken, and information provided to guests ahead of arrival times.	COVID INFORMATION PRE ARRIVAL: Customers have been Informed of parking areas, and reminded to maintain 2m distance from others and staff. SIGNAGE: Sign put up to ask customers to remember 2m distance.	Kate and Blazej Reczko
Ability to support the Scottish Government Test and Protect Programme	Tracing any guest arriving with, or displaying symptoms when staying at the Inn.	Data recommended to be kept for Test and Protect.	TEST AND PROTECT: Information on lead for the booking will be taken and retained as per Govt. guidance. Data will be retained in line with the GDPR policy of the Steamboat Inn.	Kate and Blazej Reczko
Use of face coverings by customers	Managing distancing, and in particular when arriving and moving around.	Review of current Scottish Government advice on use of face coverings by members of the public.	PROCESS: Customers are asked to use face coverings should they be unable to maintain 2m distance from another customer or member of the team – when arriving at accommodation or moving around. Face coverings will be provided on request, should guests not have access to their own. Face coverings are mandatory if visiting the indoor parts of the Inn for hospitality purposes.	Kate and Blazej Reczko
Payment by customers	Minimising contact with cash, contactless where possible, and disinfection of handheld payment terminals when the	Review of payment processes and cleaning of devices.	BOOKING CONDITIONS: Guests to pay in advance for room(s), and/or use contactless payment where possible, or bring cash including required amounts of change if that is	Kate and Blazej Reczko

	amount of spend is greater than allowed via contactless.		not possible. PROCESS: Where paper cash or coins are used - enhanced hand hygiene.	
Symptoms of Covid 19, or exposure to Covid 19	Customer who has or is demonstrating symptoms of Covid 19, and/or lives with another member of their household displaying symptoms or that have tested positively for Coronavirus.	Review of customer exposure to other groups and staff. <i>Update 14th December 2020:</i> The self isolation period has been changed from 14 days to 10 days. <i>Update 16th April 2021:</i> Continues to be 10 days.	COVID INFORMATION PRE ARRIVAL: To protect staff, guests – in the same way as staff – have been asked not to come to the Steamboat if they have symptoms or been in contact with anyone with symptoms / positively tested for Covid. For guests showing symptoms when staying at the Inn, guidance on testing in Scotland has been provided.	Kate and Blazej Reczko

Risk Assessment Informed By:

1. **Scottish Government Strategic Framework/Levels (April 2021):** <https://www.gov.scot/binaries/content/documents/govscot/publications/advice-and-guidance/2020/10/coronavirus-covid-19-protection-levels/documents/covid-19-protection-levels-summary-information-on-what-you-can-and-cannot-do/covid-19-protection-levels-summary-information-on-what-you-can-and-cannot-do/govscot%3Adocument/COVID-19%2Bprotection%2Blevels%2B-%2Bsummary%2Binformation%2Bon%2Bwhat%2Byou%2Bcan%2Band%2Bcannot%2Bdo.pdf>
2. **Scottish Government Timetable for Easing Restrictions (April 2021):** <https://www.gov.scot/publications/coronavirus-covid-19-timetable-for-easing-restrictions/pages/timetable/>
3. **ASSC Updated Cleaning Protocols (April 2021):** <https://www.assc.co.uk/wp-content/uploads/2021/04/Cleaning-Protocols.pdf>
4. **Scottish Government Guidance on Acute Risk Countries – in the event of booking enquiries from overseas (April 2021):** <https://www.gov.scot/publications/coronavirus-covid-19-international-travel-quarantine/pages/exemptions/>
5. **Scottish Government (14 December) – Change in self isolation period – to 10 days:** <https://www.gov.scot/news/reduction-in-self-isolation/>
6. **Scottish Government (10 December) – Level 1 Guidance:** <https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/pages/protection-level-1/>
7. **Scottish Government (10 December) – Forward looking guidance from the 23rd to 27th December:** <https://www.gov.scot/publications/coronavirus-covid-19-guidance-for-festive-period/>
NOTE: Temporary Change added as Appendix I to this risk assessment.
8. **Scottish Government (02 November, updated 10 November) – Level 2 Guidance:** <https://www.gov.scot/publications/coronavirus-covid-19-protection-levels/pages/protection-level-2/#history>

9. **Scottish Government (23rd October) – New Strategic Framework:**
<https://www.gov.scot/binaries/content/documents/govscot/publications/strategy-plan/2020/10/covid-19-scotlands-strategic-framework/documents/annex-2-hospitality-measures/annex-2-hospitality-measures/govscot%3Adocument/annex-2-hospitality-measures.pdf>

10. **Scottish Government (from 23rd September 2020): Coronavirus (COVID-19)/Face Coverings:** <https://www.gov.scot/publications/coronavirus-covid-19-phase-3-staying-safe-and-protecting-others/pages/face-coverings/>

11. **Scottish Government (from 23rd September 2020): Coronavirus (COVID-19)/Booking and Group Sizes and Households:**
<https://www.gov.scot/news/new-measures-to-drive-down-infection-rate/>

12. **Scottish Government – maximum number in group booking and number of households (from 14th September 2020):**
<https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/hospitality-statutory-guidance/>

13. **Association of Self Catering Scotland (ASSC) Cleaning Protocols – update as at Sep 2020:** <https://www.assc.co.uk/wp-content/uploads/2020/09/FAQ-V8-140920-for-V4-Cleaning-Protocols-and-Supplementary-Guidance.pdf>

14. **Association of Self Catering Scotland (ASSC) Cleaning Protocols – update including Cleaning Checklist:** <https://www.assc.co.uk/wp-content/uploads/2020/07/Cleaning-Protocols-for-Self-Catering-Properties-and-Short-Term-Lets-V4-1.pdf>

15. **ASSC – Guests with Suspected Covid:** <https://www.assc.co.uk/wp-content/uploads/2020/07/FAQ-Suspected-Covid-19-on-Premises.pdf>

16. **Scottish Government: Use of Face Coverings and Visors (10th July)/Phase 3:**

<https://www.gov.scot/publications/coronavirus-covid-19-phase-3-staying-safe-and-protecting-others/pages/face-coverings/>

17. **UK Government Guidance for Face Coverings and Visors (9th July). Close contact services:**

<https://assets.publishing.service.gov.uk/media/5ef2889986650c12970e9b57/working-safely-during-covid-19-close-contact-services-090720i.pdf>

18. **Scottish Government: Guidance for Tourism and Hospitality/Phase 3:** <https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/overview/>

19. **Scottish Government Guidance on Contact Information for Customers. Test and Protect:**

https://www.gov.scot/binaries/content/documents/govscot/publications/advice-and-guidance/2020/06/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/documents/test-and-protect---hospitality-poster-a4/test-and-protect---hospitality-poster-a4/govscot%3Adocument/00660269_SGV%2BTest%2B_%2BProtect_Hospitality%2Bposter%2BA4_72859.pdf