

Bulleigh Barton Manor Covid 19 risk assessment

This risk assessment has been produced using guidance from the Government, UK Hospitality, Visit Devon and Sawdays. It will be used until the Government confirms that the Coronavirus Alert Level has been reduced to Level One.

The Guest Journey

Pre booking	Have details of our Covid 19 plan on our website and on our Sawdays site. Post Sawdays Safe and Clean badge and other Covid Secure accreditation on our website. Attach risk assessment to website. Make no more than two rooms available at a time, unless guests are staying on a self catering basis in the Garden Suite, to ensure that we can maintain 2m social distancing and devote sufficient time to cleaning.
Pre arrival	Post out usual email but also attach the room information folders in digital form and a supplementary sheet explaining the changes we have made in response to Covid. Emphasise that we will need to be stricter about our arrival and departure times than usual to allow time for the in depth cleaning that will be required. Also explain that, to avoid waste, a minimum of refreshments will be made available in the room but other items are available on request.
Arriving in the car park	As we will only be opening two rooms at once there will be more room in the parking area than usual. If both sets of guests arrive at the same time ask them to unload their cars at different times.
Entry to the house	Provide hand sanitiser on a small table beside the front door and the entrance to the Garden Suite.
Check in	Ensure that guests stay 2m away from me and other guests as they are shown the reception rooms and shown to their room. Do not enter the rooms with guests. Explain verbally about the electric shower and mirror in the Garden Suite shower room. Clean the room keys with an alcohol wipe before giving them to the guests. Explain about the refreshments provided and ask if guests would like additional items such as herbal teas, hot chocolate, etc.
Help with baggage	If guests require help with baggage wash hands before picking up their cases. Wash hands after putting cases in their room. Ensure 2m distance maintained.
Bedroom	Remove throws and cushions from the room. Remove information folders from the room. Remove robes and slippers from the room, advise guests they are available free of charge on request. Remove magazines and books from room.

	<p>Provide four tea bags and four sachets of coffee, plus four sugar sachets per night. Advise guests other refreshments are available free of charge on request.</p> <p>Remove tissues.</p> <p>Do not use beeswax coverings for milk, use cling film.</p> <p>Provide a printed version of the Covid changes, previously e-mailed to guests, printing a fresh copy for each set of guests.</p> <p>Provide guests with a small hand sanitiser and individual pack of tissues to take away with them.</p> <p>Use double layer of pillow and mattress protectors. Wash top layer between each set of guests.</p>
Bathroom	<p>Risk of legionella as showers have not been used for months. Run water through each shower for at least five minutes before reopening and disinfect shower heads in Milton.</p> <p>Retain toiletries as now but ensure that they are included in the sanitising regime.</p> <p>Change toilet rolls on each change over.</p>
Room cleaning	<p>Write and train staff on new cleaning check list.</p> <p>In particular ensure that all items that are touched by guests, eg light switches, remote control, etc are cleaned with alcohol wipes after the usual clean.</p> <p>Replace sheets and towels at end of stay or every four days, whichever is less. Wash at high temperature.</p> <p>Advise guests that room cleans cannot be carried out with guests present. If guests are staying and would like their rooms cleaned during their stay, ask them to vacate their room by 11.30am.</p>
Garden Suite kitchen	<p>Remove all kitchen utensils except for a couple of glasses, a couple of plates, a couple of mugs and limited cutlery. Store other kitchen utensils in a box in the Courtyard Room. Provide an inventory for Garden Suite guests of items which can be provided on request.</p> <p>At the end of each guests' stay cutlery and crockery in the Garden Suite must all be washed at high temperature in the dishwasher.</p>
Breakfast offering	<p>Remove self service cereals, fruit salad and smoothies.</p> <p>Ask guests to select breakfast options from a sheet the previous evening to make producing meals and maintaining social distancing in the kitchen easier.</p> <p>Only put out the cutlery required for the food that the guest has ordered.</p> <p>Do not use napkin rings, just folded napkins.</p> <p>Lay out a table for two in the dining room and a table for two in the drawing room, unless guests are part of the same party.</p> <p>Ensure all cutlery and crockery washed at high temperature.</p>
Breakfast service	<p>Serving staff to wash hands before touching plates and between serving each table.</p> <p>Place food before guests and then step back before asking any questions or offering condiments.</p> <p>When checking on guests maintain a 2m distance.</p>

	<p>Remove used crockery/cutlery when guests have left the table, only clearing away plates when guests are still sitting down in order to clear space for additional items.</p> <p>Laundry tablecloths each day at high temperature.</p> <p>Wipe sugar bowls and salt and pepper mills with alcohol wipes after each sitting.</p> <p>Clean place mats and chair backs with alcohol based wipes after each sitting.</p>
Reception rooms	<p>Do not have maps and guide books on display for guests to browse as they choose. Explain in Covid guidelines that these are available on request and only issue them to guests if they have not been used by other guests in the last 72 hours.</p> <p>Have hand sanitisers for guest use in dining room and drawing room.</p> <p>Sanitise door knobs, inside and out and banister rails each day.</p>
Garden	<p>Have garden tables and chairs at different points around the garden to enable guests to sit at a distance from other guests.</p> <p>The pool is currently closed to guests to comply with Government guidelines, However, when we reopen: Swimming pool is considered low Covid risk because of chlorine. Provide wipes for guests to wipe steps before use.</p> <p>Wipe steps with alcohol wipes as part of morning routine maintenance.</p> <p>Provide wipes for sunbeds and wipe as part of morning maintenance regime.</p>
Check out	<p>Wipe card machine with alcohol based wipes after each use.</p> <p>Wipe keys when they are handed over.</p>

Staff Journey

Before returning to work	<p>Contact the girls. Check with them that neither they or anyone in their house has Covid symptoms. Check that neither they or anyone in their house is at particular risk from Covid.</p>
Prearrival	<p>Both girls either walk to work or come in private cars so should be low risk journeys.</p> <p>Consult girls on the risk assessment and revised cleaning regimes.</p>
Arrival	<p>Use hand sanitiser at front door on arrival. Put on clean apron on arrival. (Aprons to be washed at high temperature after each shift).</p>
Training	<p>Staff to come in the day before opening to go through new cleaning procedures.</p> <p>Cover recognising Covid symptoms and not to come in with them and hand washing protocols.</p>
Kitchen	<p>Smaller number of guests should make social distancing easier. One person to cook and the other to prepare food.</p> <p>Divide kitchen into cooking area and food preparation area. Katie/Ellie to work in food preparation area, Liz to work in cooking area.</p> <p>Hourly cleaning of all surfaces and handles, including kettle, toaster, blender, taps, cooker controls.</p>

	All kitchen staff wash hands at least every half hour and between serving food to different guests. Individual tubes of handcream provided to each staff member so no shared use. Only one person at a time to enter the store room. New j cloth used at the beginning of each day. Towels and tea towels replaced at the beginning of each day and used items washed at high temperature.
Front of house	Orders taken the night before. Food to be placed on tables and then staff to step back before discussing other requirements.
Toilet	All staff to use only the small toilet by the kitchen. Guests encouraged not to use this toilet except in emergencies. Toilet and basin disinfected after each use using wipes placed in there.

What we will do if a guest is taken ill with Covid while staying

If a guest develops Covid symptoms their information sheet will ask them to let me know and give the website address for booking a test www.nhs.uk/ask-for-a-coronavirus-test. (They need to visit a test centre, not ask for a test to be posted to them.)

They will be asked to self isolate in their room while waiting for the result. If negative, they can resume their holiday activities. If positive they will be asked to return home asap and the costs of any unused nights will be refunded to them.

If they are not able to travel we will consult 111. The guest will be responsible for any loss of income or additional costs resulting from the need to extend their stay.

After the guest has left their room will be kept empty for 72 hours (possible because we are only operating two rooms.) I will personally clean the room using gloves, apron and face covering. Both layers of mattress and pillow protectors will be washed. All surfaces will be sanitised using a 70% alcohol solution.

What we will do if a member of staff gets taken ill with Covid while on duty

They will be asked to go home immediately.

Katie can drive home, we would ask a member of Ellie's family to come to collect her.

Staff would be asked to request a test and not to return to work until the result is known.

What we will do if we get taken ill with Covid or are asked to self isolate

If we got ill or were asked to self isolate we would have no choice but to close the B&B immediately.

We would inform guests of this asap and where possible would find them alternative accommodation in the area.

If we were unwell we would request a Covid test and would not reopen until either we are given a clear negative result or for 14 days after the first person developed symptoms.