

COVID-19 Risk Assessment

Date:	10 th February 2023	Completed:	Paul Anderson
Business Name:	Sandfield Guest House	Address:	19 London Rd, Headington, Oxford OX3 7RE
Insurance Certificate:	X	Gas Safety Certificate:	X
Fire Risk Assessment:	X	Carbon Monoxide Detectors:	X

Completion Guide

The example below demonstrates how this Risk Assessment works. Give the Severity (S) and Likelihood (L) a score based on the table below. Multiply (S) by (L) to create a risk score (R). Score each job hazard rather than each control measure.

Severity (S):	6 Multiple Death	5 Single Death	4 Major Injury	3 Lost Time Injury	2 Minor	1 Delay
Likelihood (L):	6 Certain	5 Very Likely	4 Likely to Happen	3 May Happen	2 Unlikely to Happen	1 Very Unlikely to Happen

The figures will give a risk score between **0** and **36**:

0-10 low risk (Green), **11-20** medium risk (Amber) and **21-36** high risk (Red).

Focus should be placed on any high risk areas and where risk can be mitigated.

Job Hazard Exposure / Detailed Hazard	Possible Harm and Effects	Existing Control Measures	Recommended Controls / Information (In Priority Order)	S	L	R
EXAMPLE						
Person to person check in / out contact during COVID-19 pandemic reception team and guest	Becoming infected with COVID-19 and further spread the infection	Send information prior to arrival	Email guest invoices Card payment only	1 2	1 1	1 2
Person to person contact during COVID-19 pandemic (Host and guest) NB: no staff members, only one owner on premises	Becoming infected with COVID-19 and further spread the infection	Requirements for safe travel and stay to be included on booking confirmation email. Pre- arrival email to include: <ul style="list-style-type: none"> Health declaration Hand sanitiser locations explained Maximum 7 guests at any one time Explanation of only 1 owner present to minimize risk – no staff Link to gov.uk for latest travel advice Checkin procedure (timed and contactless) 	Health questionnaires sent out to all guests prior to arrival Send out a clear and concise email stating arrival instructions and why these are in operation also stating what facilities are open (helps to manage guest's expectations and minimise complaints) Ensure the health & safety of the reception team and guests by:	1 1 1	1 1 1	1 1 1

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		<ul style="list-style-type: none"> Changes to day to day operations (to manage expectations) Unable to offer early checkin or luggage storage All payments will be taken contactlessly Breakfast cancelled for the time being Link to Covid secure policy on sandfieldguesthouse.com to be created Link to virtual guest information folder on sandfieldguesthouse.com Follow up text to guest on day of arrival Monitor health of owners daily <p>Ensure the health and safety of owners and guests by:</p> <ul style="list-style-type: none"> Regular and enhanced cleaning and sanitising of all walk through areas Using vaporized sanitiser in Guest Rooms prior to Guest Arrival (Fogging) Hand sanitiser station in porch, hall & 2 on landing. Wipes also available No paperwork at checkin, sanitized key in room Contactless checkout Verbal reminder at checkout re left property advise unable to retain and return. Disposable Gloves & Masks available on request. Hand sanitizer & tissues available in all guest rooms 	<ul style="list-style-type: none"> Ensuring all public & private areas have regular robust cleans adhering to a cleaning schedule Hand sanitiser available to all within this area Minimising guest numbers in the reception at any one time (staggered check in/out times if possible) Email guest receipts Card/BACS payment only Establish FreeToBook Smart Messaging for in house guest queries and maintenance / housekeeping reporting Express checkout system in place 	1	1	1
Public usage and cleaning of public areas / corridors within the B&B	Becoming infected with COVID-19 and further spread the infection	<p>Cleaning routine enhanced to multiple times daily, special attention to sanitizing all touch areas.</p> <p>Furniture rearranged and removed to ensure guests can social distance.</p> <p>Additional hand sanitiser stations located in Porch, Hall & 2 on Landing.</p> <p>Appropriate PPE used by owner during cleaning and during interaction with guests if required,</p>	<p>Ensure clear signage explaining social distancing requirements to guests</p> <p>Remove furniture to ensure guests can social distance</p> <p>Ensure a robust cleaning schedule is in place specifically for public areas, closing the area for cleaning on a regular basis</p> <p>Ensure correct PPE available to carry out housekeeping.</p>	1	1	1

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		Remove magazines and paper literature (available on request)	Public areas to be regularly cleaned throughout the day.	1	1	1
Public usage and cleaning of public toilets within the B&B (If Appropriate to the Site)	Becoming infected with COVID-19 and further spread the infection	N/A no shared / public toilets at property	Monitor the cleaning standards Have & use Cleaning in Progress signage	1 1	1 1	1 1
Public usage and cleaning of Breakfast Room	Becoming infected with COVID-19 and further spread the infection	No breakfast to be served		0	0	0
Use of lifts by both guests and staff	Becoming infected with COVID-19 and further spread the infection	N/A No Lifts at property		0	0	0
Use of stairs and landing areas by both guests and staff	Becoming infected with COVID-19 and further spread the infection	Regular clean of the stairs. Bannister rails wiped clean and sanitised through the day. Bedroom door handles facing on to landing wiped and sanitised throughout the day. Ventilate naturally throughout day. Hand sanitising station sited in Hall with 2 on Landing Guests asked to give priority to those ascending stairs and to social distance. Guests asked to wash hands on leaving and entering bedrooms.	Regular deep clean of the stairs especially the bannisters as this is a high-volume touch point Hand sanitising stations available on all floors	4 1	2 1	8 1
Cleaning of Kitchen	Becoming infected with COVID-19 and further spread the infection	If/when breakfast is reinstated: Enhanced cleaning schedule in place specifically for kitchen 'high surface to floor' regime' PPE as appropriate used during food preparation, handling and after service cleaning.	Ensure a robust cleaning schedule is in place specifically for kitchen Ensure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties	1 1 1	1 1 1	1 1 1

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		<p>All items washed in dishwasher at high temperature.</p> <p>Ensure all kitchen equipment has been sanitised and is in full working order</p> <p>Kitchen to be regularly cleaned before and after use</p> <p>Ventilate as much as possible.</p>	<p>Monitor the cleaning standards</p> <p>Ensure all kitchen equipment has been sanitised and is in full working order</p> <p>Kitchen to be regularly cleaned before and after use</p>	<p>4</p> <p>4</p>	<p>2</p> <p>2</p>	<p>8</p> <p>8</p>
<p>Cleaning guest bedrooms</p>	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Contaminated accommodation / spread of COVID-19</p>	<p>All surfaces sanitised prior to cleaning.</p> <p>Using vaporized sanitiser in Guest Rooms prior to Guest Arrival (Fogging)</p> <p>Decorative soft furnishings removed.</p> <p>Do not enter the bedroom when the guest is in the room unless specifically requested</p> <p>No daily room servicing. For stays of 5 nights or more agree with guest if they would like a refresh when they are not present.</p> <p>Pre-Checkin list of optional extras communicated to guest.</p> <p>Use appropriate PPE during cleaning and dispose of securely after each room clean.</p> <p>Cleaning in progress sign placed on bedroom door.</p> <p>Ventilate naturally.</p> <p>All crockery and glasses to be washed in dishwasher or very hot, soapy water.</p> <p>Where maintenance is required room to be checked and sanitised after completion.</p>	<p>Do not enter the bedroom when the guest is in the room unless specifically requested</p> <p>Suspend refresh cleans and turn-down services.</p> <p>Have & use Cleaning in Progress signage</p> <p>All mugs and glasses are replaced NOT washed in the room (all mugs/ cups, saucers and glasses need to be ran through a dishwasher)</p> <p>Any maintenance issues to be resolved after the housekeeping is complete.</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>4</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>2</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>8</p>

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Infectious outbreak within a guest bedroom	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Contaminated accommodation / spread of COVID-19</p>	<p>Instruct guests to stay in bedroom.</p> <p>Video call / call the guests to assess the situation and if the guests need to extend their stay and for how long or leave immediately - as current government guidelines. Remind guest of T&Cs relating to extended stay.</p> <p>Offer assistance with calling local doctors, 111 or the ambulance</p> <p>Place extra guest amenities, food if required, medicines if needed (only as instructed by medical personnel), linen and linen bags outside the guest bedroom... do not enter</p> <p>Increase the cleaning frequency of all public areas</p> <p>Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness</p> <p>Reschedule or relocate any follow on booking if required.</p> <p>Ensure departure of guest is contactless</p> <p>Request guest to strip the bed and place linen and towels in bags provided and to open windows of bedroom prior to departure and do not enter for 24 hours.</p> <p>Leave the bedroom empty for as long as possible</p>	<p>Video call / call the guests to clearly understand the situation and if the guests need to extend their stay and for how long</p> <p>Offer assistance with calling local doctors, 111, 119 (for Testing) or the ambulance</p> <p>Inform all staff that the bedroom is in quarantine and do not enter</p> <p>Account for all cases if the situation becomes worse.</p> <p>Place extra guest amenities, food if required, medicines if needed, linen and linen bags outside the guest bedroom... do not enter</p> <p>Increase the number of times your public areas and toilets are cleaned immediately it becomes aware that you have a poorly guest in-house following the cleaning schedules and staff requirements</p> <p>Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness</p> <p>Move the following booking from the room. If the B&B is full speak with others providers to see if they can take the booking on your behalf</p> <p>Minimise contact with the guests on departure</p> <p>Leave the bedroom empty for as long as possible</p> <p>Minimise contact with the guests on departure</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>4</p> <p>1</p> <p>3</p> <p>1</p> <p>3</p> <p>1</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>2</p> <p>1</p> <p>4</p> <p>1</p> <p>1</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>8</p> <p>1</p> <p>12</p> <p>1</p> <p>3</p> <p>1</p>
Cleaning ensuite or shared bathrooms	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Contaminated accommodation / spread of COVID-19</p>	<p>PPE to be worn when cleaning bathrooms and replaced between rooms.</p> <p>Adopt a sanitise and then clean approach.</p> <p>Ensure all high level and close touch surfaces get thorough attention.</p> <p>Use of cleaning in progress sign</p>	<p>Have cleaning in progress signage</p> <p>All cleaning / maintenance schedules are adhered to and documented accordingly</p> <p>Dirty linen to be placed into linen bags immediately NOT placed on the floor in the bedroom or corridor</p>	<p>1</p> <p>1</p>	<p>1</p> <p>1</p>	<p>1</p> <p>1</p>

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		<p>Ensuites not to be cleaned during a guests stay, only at point of changeover. (unless stays of over 5 days which may require attention as agreed with guest)</p> <p>Dirty towels to be folded and placed immediately into laundry bags.</p> <p>All bathroom glasses to be washed in dishwasher</p> <p>Sanitising handwash to be supplied for guest use.</p>	<p>All glasses are replaced NOT washed in the room (all mugs/ cups, saucers and glasses need to be ran through a dishwasher)</p> <p>Lone working for the housekeeping staff to adhere to social distancing</p> <p>Any maintenance issues to be resolved after the housekeeping complete</p>	4	2	8
Laundry procedures	Becoming infected with COVID-19 and further spread the infection	<p>Do not place used linen on the floor in the bedroom or corridor</p> <p>Keep dirty and clean linen separate</p>	<p>Do not place used linen on the floor in the bedroom or corridor</p> <p>Keep dirty and clean linen separate</p>	1 4	1 2	1 8
Deliveries	Becoming infected with COVID-19 and further spread the infection	Ensure all supplies adhere to social distancing during delivery.	<p>Check with all external delivery companies what their updated social distancing procedures are and how does that affect your business</p> <p>Less deliveries/ different time of deliveries</p>	1 1	1 1	1 1
Room service (If Appropriate to the Site)	<p>Becoming infected with COVID-19 and further spread the infection</p> <p>Not meeting customer expectation</p>	<p>Guest to advise if breakfast in room option is available/required prior to arrival.</p> <p>Time of service to be agreed with guest in advance.</p> <p>If/when served breakfast delivered to outside of room door at designated time with knock to alert.</p> <p>All packaging disposable.</p> <p>Guest requested to leave used packaging outside room door in sealed bin bag prior to leaving room for day for collection.</p>	<p>Have a clear timed availability and menu in all rooms</p> <p>Have the correct equipment and procedure to deliver a professional room service</p> <p>Have these menu choices and ingredients available at times</p> <p>Give guests clear timings and procedures of arrival of their food</p> <p>Remember to collect the tray once the guest has finished</p> <p>Remember to charge to guests' room (no money to exchange hands)</p>	1 1 1 1 1	1 1 1 1 1	1 1 1 1 1

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