



Grim's Dyke Hotel LONDON

Safe, Clean & Legal™ Risk Assessment (Hotels)

Assessment Details

QT Reference No:				Date:	30 th September 2020		
Business Name:	Grim's Dyke Hotel and Restaurant			Address:	Mansion House Old Redding Harrow Weald HA3 6SH		
Insurance Certificate:	Available	Gas Safety Certificate:	N/A Oil	Fire Risk Assessment:	Available	Carbon Monoxide Detectors:	

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).

The 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
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	<ul style="list-style-type: none">body temperature checks to all staff before starting their shifts and recordedRobust training and review it weeklySocial distance measures in place for staff and guestsHand sanitiser available for staff and guestsHandwash promoted to all staff and monitored.	<ul style="list-style-type: none">Health questionnaires sent out to all guests before arrivalEnsure the reception team members have signed a fit for work documentSend 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:	4 3 4 2	1 1 2 2	4 3 8 4



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		<ul style="list-style-type: none"> The robust cleaning schedule in place all staff has been trained Monitoring cleaning standards by GM, Duty Managers and all staff Cleaning schedules access to all Deep and robust cleaning from the night team Posters up to promote social distance Sanitation and use of antiviral product to disinfect surfaces/doorknobs/door handles and anything that can spread the virus 	<p>Ensure all staff are trained in the use of and provided with the correct PPE to carry out their cleaning duties</p> <p>Introduce a training programme with all the housekeeping teams to ensure knowledge and skills of cleaning requirements</p> <p>Monitor the cleaning standards</p> <p>Perform a deep clean of these areas at night</p> <p>Remove electrical devices, TVs, radios etc</p>	3	1	3
				4	1	4
				3	2	6
				4	1	4
Public usage and cleaning of public toilets within the hotel	Becoming infected with COVID-19 and further spread the infection	<ul style="list-style-type: none"> Peddle Bins with lids provided Robust cleaning Schedule back door of public toilets for transparency Train all staff on Cleaning, Disinfecting, social distance and correct use of PPE and recorded Monitor cleaning standards by all including GM Deep clean by areas by night team 	<p>Suspend the use of air dryers and towels in all toilets replace with paper towels and a lidded bin for these to be disposed of in</p> <p>Ensure a robust cleaning schedule is in place for the public toilets</p> <p>Use a cleaning checklist and leave in the public toilets for transparency</p> <p>Ensure all staff are trained in the use of and provided with the correct PPE to carry out their cleaning duties</p> <p>Provide a training programme with all the housekeeping teams to ensure knowledge and standards of cleaning requirements</p> <p>Monitor the cleaning standards</p> <p>Have cleaning in progress signage</p> <p>Perform a deep clean of these areas at night</p>	2	1	2
				2	1	2
				3	1	3
				3	1	3
				3	1	3
Cleaning guest bedrooms	Becoming infected with COVID-19 and further spread the infection	<ul style="list-style-type: none"> Staff temperature checks before starting their shifts 	<p>Ensure cleaners/housekeepers have signed fit for work documents</p>	4	3	8



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Infectious outbreak within a hotel bedroom	Contaminated accommodation/spread of COVID-19	<ul style="list-style-type: none">Use of the new product by Ecolab disinfection of room spray DRYSAN OXY wait for 30 seconds then clean (certification of approval by WHO)	Do not enter the bedroom when the guest is in the room	5	2	5
		<ul style="list-style-type: none">Training provided all housekeeping on social distance. Use of PPE, cleaning and disinfection	Suspend stopovers/refresh cleans and turn-down services.			
		<ul style="list-style-type: none">Maintenance and cleaning Schedules are recorded	The housekeeper has filled out the fit for work document	4	2	8
		<ul style="list-style-type: none">Each room dirty (Red Bags) linen placed on individual bags and sealed not left in corridor red bags will be available	Ensure all housekeeping staff are trained in the use of and provided with the correct PPE to carry out their room cleaning duties	3	2	6
		<ul style="list-style-type: none">Glassware and cutlery to be washed in glasswasher at 90 degrees Celsius	Provide a training programme with all the housekeeping teams to ensure knowledge and standards of room cleaning requirements	3	2	6
		<ul style="list-style-type: none">Housekeeping staff to ware, Face masks, gowns and disposable gloves	Monitor the cleaning standards			
		<ul style="list-style-type: none">Disposable glasses, cutlery available to guests	Have cleaning in progress signage	2	1	2
		<ul style="list-style-type: none">Promote handwash	All cleaning / maintenance schedules are adhered to and documented accordingly	4	2	8
			Dirty linen to be placed into linen bags immediately NOT placed on the floor in the bedroom or corridor speak with the laundry company to increase linen bag numbers and have some dissolvable red bags for infected linen	2	2	4
			All mugs and glasses are replaced NOT washed in the room (all mugs/ cups, saucers and glasses need to run through a dishwasher)	2	1	2
	Lone working for the housekeeping staff to adhere to social distancing					
	Any maintenance issues to be resolved after the housekeeper has left the room					
	Becoming infected with COVID-19 and further spread the infection	<ul style="list-style-type: none">Videocall the guest if assistance need itOffer assistance to call doctors or 111	Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long	5	1	5
				4	1	4



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Contaminated accommodation/spread of COVID-19				
<ul style="list-style-type: none"> Inform the staff of the incident and all to follow procedures Duty Manager to be informed and recorded on the incident's reports if become worst report to EHO Place anything needed outside the door including linen red bags for dirty laundry, linen, emergency fluid kit and DO NOT ENTER sign. Increase the number of times of cleaning and disinfecting the public areas if an outbreak occurs Body build kits will be available Terms and conditions completed (on the website) if the guest extend their stay due to illness Disclaimer form for anyone staying on quarantine Avoid contact with the guest After departure leave the room with windows open for 72 hours Avoid contact with the guest on departure To contact a specialist company to fog the bedroom Use disposable items to the bedroom No visits allowed 	<p>Offer assistance with calling local doctors, 111 or the ambulance</p> <p>Inform all staff that the bedroom is in quarantine and do not enter</p> <p>Inform duty manager so all cases are accounted for if the situation becomes worse (reporting purposes for the EHO)</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>Place an emergency body fluid kit outside the for the guest to use in these circumstances</p> <p>Increase the number of times your public areas and toilets are cleaned immediately it becomes aware that you have a poorly guest inhouse 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>Speak with the reception team to move the following booking from the room, if the hotel is full speak with other hotels to see if they can make 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 72 hours ideally</p> <p>Contact a specialist cleaning company to professionally fog the bedroom</p> <p>Minimise contact with the guests on departure</p>	<p>4</p> <p>4</p> <p>4</p> <p>4</p> <p>4</p> <p>4</p> <p>5</p> <p>5</p> <p>5</p> <p>5</p> <p>3</p> <p>4</p> <p>4</p> <p>4</p> <p>3</p>	<p>1</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>1</p> <p>2</p>	<p>4</p> <p>8</p> <p>8</p> <p>6</p> <p>8</p> <p>10</p> <p>10</p> <p>8</p> <p>6</p> <p>6</p> <p>6</p> <p>3</p> <p>8</p> <p>3</p> <p>6</p>



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Laundry procedures	Becoming infected with COVID-19 and further spread the infection	<ul style="list-style-type: none"> Used linen to be bagged in red bags and secure tightly Training on Use of correct PPE Used linen will be placed straight in bags before leaving the bedroom Dirty and clean separate Linen bags to be increased 	<p>Minimise the contact with used bed linen and towels</p> <p>Use correct PPE when stripping beds</p> <p>Have the linen bag ready for the linen from that room only secure tightly</p> <p>Remove to the allocated cage immediately to minimise cross-contamination</p> <p>Do not place used linen on the floor in the bedroom or corridor</p> <p>Keep dirty and clean linen separate</p> <p>Speak with your laundry company to supply more linen bags and to request more frequent collections to minimise the amount of used linen in the hotel</p>	3	2	6
Deliveries	Becoming infected with COVID-19 and further spread the infection	<ul style="list-style-type: none"> Avoiding too many deliveries Ask for their policy on social distance 	Check with all your external delivery companies what their updated social distancing procedures are and how does that affect your business Fewer deliveries/ different time for deliveries	3 4	1 2	3 8
Ceremony Rooms	Becoming infected with COVID-19 and further spread the infection	<ul style="list-style-type: none"> Weddings and civil partnerships in England will be allowed to take place with a maximum of 15 people attending. This refers to the ceremony only and any celebration or reception should still adhere to the guidelines of social distancing (i.e. no more than 2 households meeting indoors or outdoors or a maximum of 6 people from multiple households Track and Trace https://www.gov.uk/guidance/maintain-a-g-reports-of-staff-customers-and-visitors-to-support-nhs-test-and-trace At least one member of every party of customers or visitors (up to 6 people) to provide their name and contact details keep a record of all staff working on their premises and shift times on a given day and their contact details keep these records of customers, visitors and staff for 21 days and 		3	2	6
				3	2	6
				3	1	4
				4	2	8
				3	2	6
				3	2	6



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		provide data to NHS Test and Trace if requested			
		• Display an official NHS QR code poster so that customers and visitors can 'check in' using this option as an alternative to providing their contact details	4	2	8
		• adhere to General Data Protection Regulations	5	1	5
			4	2	8
		We will refuse entry to those who refuse to participate.	4	2	8
			4	2	8
		•	4	2	8
		• Access available through two doors ceremonies and services should be concluded in the shortest reasonable time	3	2	6
		• Wherever possible, adhere to social distancing of at least 2 metres, or 1 metre with risk mitigation (where 2 metres is not viable), between households	2	1	2
		• No singing, shouting, raising voices and/or playing music at a volume that makes normal conversation difficult or that may encourage shouting. This is because of the potential for increased risk of transmission from aerosol and droplets.	3	1	3
		• No playing instruments that are blown into should be specifically avoided using recordings that may be available to you.	4	1	4
		•	3	2	6
		• No playing instruments that are blown into should be specifically avoided using recordings that may be available to you.	3	2	6
		•	2	1	2
		• Adhere to the social distancing of at least 2 metres, or 1 metre with risk mitigation (where 2 metres is not viable)	3	1	3
		• Large wedding receptions or parties after will not take place	4	2	8
		• Maximum numbers are 15 people	4	2	8
		• This maximum number includes all those at the ceremony, including the couple, witnesses and guests. Does not include photographers, officials,	3	1	3
			4	2	8
			3	1	3



Control Measure	Priority	Frequency	Duration
security and caterers. It does not include staff employed by the venue or third party.	4	2	8
<ul style="list-style-type: none"> • Doorknobs, tables, chairs, surfaces will be disinfected before and after the event • Antivirus station available on the entrance and exit all guest to sanitise their hands before entry • Antivirus wet towels available at the registration table • A glasses and water at the register table x4 and x4 bottles, glasses and bottles should not be shared • 2-meter distance applies between registrar and wedding couple at all times. • A social distance between a table for the register and sign in book • Table for rings between the register and wedding couple • The photographer (should always be 2 meters away from anyone) should not be moving around where possible but social distance should be maintained at all times • Photographer only allowed to move around if Registrar allows too • All guests to provide their PPE • Entrance and exits will be manned by a Hotel staff member adhering to social distance • Music room maximum numbers 15 does not include two registrars' officials, and Photographer, security or staff employed by the hotel. Adhere to the social distancing of at least 2 metres, or 1 meter with risk mitigation (where 2 metres is not viable) face mask must be worn. • Drawing room maximum 10 people which does not includes registrar officials, Photographer, security or staff employed by the hotel. Adhere to the social distancing of at least 2 metres, or 1 mere with risk mitigation (where 2 metres is not viable) face mask must be worn. 	3	2	6
	3	2	6
	5	1	5
	5	1	5



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		<ul style="list-style-type: none">• This maximum number includes all those at the ceremony, does not include officiants, any staff who are not employed by the venue, photographers, security or staff employed by the venue.• Indoors would only be allowed with a 'bubble' of one other household for the time being, meaning that couples will be able to make their vows, but not host their reception.				
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Name. Roberto Pereira

Date 30th September 2020

Signature