

Thornbank Risk Analysis

Risk Assessment

Company Name: Thornbank Guest House

Assessment Conducted By: M Hibbitt, Partner

Assesment Date: 1 June 2020

	Assessment Criteria	Mittigating Action
1.0	General Considerations	
1.1	House cleanliness	Premises to be cleaned in all key areas (critical surfaces and touch points) daily and times of special circumstance
1.1.1	Cleaning products	A combination of detergents, mild bleach solutions and >70% alcohol, here after referred to as " Covid-19 killing products "
1.2	Guest Social Distancing	Guests will be asked to exersise social diststancing within public areas.
		(ie waiting in room for other guests to either access or vacate rooms or the property)
1.2.1		In the short term, hosts will, where possible, communicate with guests by phone or text only
1.2.2		Where possible, guest problems will be resolved remotely.
1.2.3		Other Guest safety considerations categorised from section 2.0 onwards
1.3	Host Social Distancing	If room entry is required, hand sanitiser will be applied and where appropriate, PPE will be worn.
1.3.1		There be no unnecessary contact with surfaces or soft furnishings
1.3.2		Hands to be sanitised or washed after exiting the room
1.3.3		Other Host safety considerations categorised from section 2.0 onwards
1.4	Empoyee safety	Not Applicable - no additional staff other than Guest House Proprietors
1.5	Room Rotation	Bookings allowing, Thornbank will leave rooms fallow between occupations as long as is possible where similar room types are available
1.6	Track and Trace	Thornbank staff will agree to utilise and comply with any "track and trace" technology when it becomes available
1.7	PPE	Subject to availability, Thornbank personel will use appropriate PPE as and where necessary
2.0	Pre-Arrival	
2.1	Pre-booking	Thorbank website and booking agencies to contain links to the Thornbank Guest House Coid-19 policy
2.2	Post Booking	Upon Booking, guests will be sent a copy of our Guest Covid-19 policy (attached) outlining what to expect during their stay

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<p>3.0 Check-in</p> <p>3.1 Stage 1</p> <p>3.1.1</p> <p>3.1.2</p> <p>3.1.3</p> <p>3.1.4</p> <p>3.2 Stage 2</p> <p>3.2.1</p> <p>3.3</p> <p>3.4</p> <p>4.0 Breakfast Service</p> <p>4.1 Stage 1</p> <p>4.1.1</p> <p>4.1.2</p> <p>4.2 Stage 2</p> <p>4.2.1</p> <p>4.2.2</p> <p>4.2.3</p> <p>4.2.4</p> <p>4.2.5</p> <p>4.2.6</p> <p>4.2.7</p> <p>4.2.8</p> <p>4.2.9</p> <p>4.2.10</p> <p>4.2.11</p> <p>4.3 PPE</p>	<p>In the short term, Thornbank will operate a self check-in, self check-out policy</p> <p>Guest will be able to collect an envelope containing check-in information including directions to their room</p> <p>Sanitiesd Keys will be found in the door to their room</p> <p>Our usual guest information folder and detailed Covid-19 policy will be available in their room</p> <p>Guests will communicate with Thornbank personel via phone or text message. Contact details are displayed at the main door</p> <p>At a time TBC- Guests will be received by Thornbank personel in person whist exercising social distancing</p> <p>Guests will be escorted to their room but Thornbank personel will not enter the room</p> <p>Guests will be asked to exerise social distancing at all times during their stay</p> <p>Should it be necessay to enter the room, Thornbank staff will, subject to availability, wear appropriate PPE</p> <p>In the short term, Thornbank will operate a limited breakfast room service comprising continental</p> <p>With the exception of the fresh bread products, all other elements will be of a pre-packed nature</p> <p>Breakfast products will be supplied in a disposable paper take-away bag and left at the door of the guest's room</p> <p>At a date TBC, Thornbank will introduce a full breakfast service based on a 2 sitting system. (4 rooms - per service)</p> <p>This will allow satisfactory social distancing given the size of the room.</p> <p>A one-way system will be in operation with entry to the breakfast room via the usual way and exit through a different door.</p> <p>Hand sanitiser will be available at the entrance to the Breakfast room</p> <p>There will be no self-serve or shared food items.</p> <p>Sundry food items (cereals yogurts etc.) will be pre-packed and served directly by Thornbank staff</p> <p>Guest will be asked to exercise social distancing as they enter the breakfast room should more than one room enter at the same time time</p> <p>Guests will be allocated the same table for the duration of their stay.</p> <p>Where possible, Thornbank will provide individual pre-packed conditments</p> <p>Guests will be guided directly to their tables and encouraged to remain seated throughout their time there</p> <p>Guests will leave the breakfast via the external fire door, around the outside of the house and back through the main door</p> <p>Guest will be asked to re-apply hand sanitiser upon re-entry through the main door</p> <p>Covid-19 killing product to be used for post-service cleaning including seat paddings and frames as well as usual surfaces and touch points</p> <p>Subject to availability, Thornbank will use mask and gloves during the preperation of all food products and if necessary, during service</p>
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5.0	Kitchen Practice	In addition to our usual Kitchen Hygiene Policy (on file with Environmental Health), Kitchen staff will utilise hand sanitiser and, subject to availability, mask and gloves at all times
5.1		Guests will not be allowed access to the kitchen
5.2		Critical Surfaces and touch points to be treated with Covid-19 killing product
6.0	Room Service	
6.1	Stage 1	In the short term, to avoid room cross-contamination, Thornbank will not service rooms for stays shorter than 3 nights
6.1.1		Daily top up (tea, milk toilet rolls etc) will be left outside the room
6.1.2		For stays longer than 3 nights, all touch surfaces will be wiped down with Covid-19 killing product every 3rd day
6.1.3		For bedding changes, Thornbank will pre-bag all bedding items in the room prior to removal and despatch for laundering
6.1.4		Staff to complete all departure cleans and sanitise hands before proceeding with any scheduled staying Guests room service
6.2	Stage 2	At a time TBC, Thornbank will adopt the " longer than 3 night" cleaning process as the normal daily routine
6.3	PPE	Subject to availability, Thornbank staff will use appropriate PPE as and where necessary
7.0	In the event of Guest Infection during Stay	
7.0.1		Thornbank will request that the Guest vacates the room and returns home for self-isolation with immediate effect
7.0.2		A time will be scheduled for the guest to leave the premises when no other guests are in the immediate area
7.0.3		The guest will be instructed not to touch any surfaces at any time during their exiting of the premises
7.0.4		Essential surfaces and touch points previously occupied by the guest will be cleaned with appropriate Covid-19 killing product
7.0.5		The affected room will be sealed and left for a min. period of 72 hours (or longer where practical)
7.0.6		Thornbank will Inform other guests staying. Other guests displaying covid symptoms will be referred to the nearest testing centre (Kendal)
7.0.7		Thornbank staff will seek testing at the nearest testing centre (Kendal)
7.0.8		If the guest is unable to vacate the premises, Thornbank will instruct the guest to self-isolate within in their room for a maximum of 2 weeks or a time when they are fit to leave for home which ever the sooner
7.0.8		Thornbank will provide meals, bedding and sundry items required by the guest throughout the self isolation period within the room
7.0.9		Items will be left at the door of the room. Where possible, food packaging will be of a disposable nature and placed, by the guest in large bin liners. Full liners will be double bagged by the guest and will request removal by Thornbank staff
7.1	PPE	Subject to availability, Thornbank staff will use appropriate PPE when dealing with or handling of infected guest's refuse or possessions

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<p>8.0</p> <p>8.0.1</p> <p>8.0.2</p> <p>8.0.3</p> <p>8.0.4</p> <p>8.0.4</p>	<p>In the event of Host Infection during Stay</p>	<p>Thornbank will request that all current guests check out and leave for home and self-isolate with immediate effect.</p> <p>Any guests also displaying covid symptoms will be referred to the nearest test centre (kendal)</p> <p>Thornbank staff will seek testing to confirm diagnosis</p> <p>Thornbank House will be shut down for a minimum period of 2 weeks during which all the rooms will be untouched and sealed before treatment with Covid-19 killing products prior to re-opening</p> <p>Following recovery, Thornbank staff will seek re-testing prior to re-opening</p>
<p>9.0</p> <p>9.0.1</p> <p>9.0.2</p> <p>9.0.3</p> <p>9.1</p> <p>9.2</p>	<p>Check out (Normal conditions)</p>	<p>Thornbank staff will pre-bag all bedding items in the room prior to removal and despatch for laundering</p> <p>In addition to our usual cleaning practices, essential surfaces and touch points will be sanitised using Covid-19 killing product</p> <p>Subject to availability, Thornbank will treat all soft furnishings with any appropriate fabric cleaners known to combat Covid-19</p> <p>Room keys to be sanitised using appropriate Covid-19 killing product prior to re-use</p> <p>Bookings allowing, Thornbank will leave rooms fallow between occupations as long as is possible where similar room types are available</p> <p>Subject to availability, Thornbank staff will use appropriate PPE as and where necessary</p>
<p>9.1</p> <p>9.2</p>	<p>Room Rotation</p> <p>PPE</p>	<p>Bookings allowing, Thornbank will leave rooms fallow between occupations as long as is possible where similar room types are available</p> <p>Subject to availability, Thornbank staff will use appropriate PPE as and where necessary</p>