

COVID-19 – Risk assessment – ARRIVAL OF GUESTS / DURING STAY IN MAIN HOUSE

Example points of customer contact	What is the risk?	Level (High, Medium, Low)	Controls already in place that would manage Coronavirus risk	Additional control measures to manage Coronavirus risk	Who will action?
Entrance porch/ Reception Hall	Contact with other arrivals. Contamination from door handles.	High	Hand sanitiser at entry points. Social distance signs marked	Regular cleaning of areas Non fire doors left open for ventilation	Staff members
Middle stairs to bedrooms	Contact with others. Contamination from hand rails.	High	Social distance signs in evidence. Regular cleaning of surfaces.	Checks made to ensure guests adhering to social distancing.	Staff member
Bedrooms	Contamination from previous guests.	High	Rooms will have been thoroughly sanitised and left vacant for 72 hours after previous guest has vacated room. Bed Linen laundered at 60`.	Sanitiser to be available for guests to use to wipe down any surfaces. Black bag for used linen. Guests asked to bag used linen at end of stay. Bag rubbish from bin. Leave in room for collection at end of stay.	Staff member

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Public Rooms Old Hall, Library, Bar area	Social distancing. Contamination from surfaces, furniture. Close proximity to other guests.	High	Sanitiser on entering rooms. Cleaning and wiping down surfaces at regular intervals.	Limiting number of people in room at any one time. Social distancing notices in evidence.	Staff member
Workshop room, (allocated)	Contamination from doors, window handles. Close proximity to other guests.	High	Sanitiser at entry point. Workshop leader to ensure that social distancing during workshop is observed. Room cleaned and wiped down at end of sessions.	Social distancing signs to be in evidence. Sanitizer to be readily available at all times in workshop room.	Staff member
Bathrooms	Contamination from previous users.	High	Allocate one bathroom for exclusive use of each guest. Guest to be responsible for keeping his/her bathroom and toilet clean during stay. Bathroom/loo will have been sanitised and left vacant after previous guest.	Signs on door to indicate that this particular bathroom is for exclusive use of guest A. Sanitiser and cleaning products to be left in the bathroom for use of guests.	Staff Member
Public toilets	Risk of contamination.	High	All toilets will be cleaned and sanitised regularly.	All public toilets to be avoided if possible and only allocated bathrooms/loos used	Staff member
Finding the meeting room	Close proximity to other guests.	High	Follow the social distancing arrows and directions to find allocated meeting room. Keep social distance by adhering to the notices.	Door handles to be wiped regularly. Wipes available for window handles. Sufficient ventilation by leaving windows/doors open when possible.	Staff member

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Inside the meeting room	Too many people in the room at a time.	Medium	A specific number of people allowed. Social distance markers on the floor. Room will have been sanitised and left vacant for 72 hours after previous workshop guests have left.	Room cleaned and wiped down after each session. Workshop leader to ensure that participants adhere to rules.	Staff member And Workshop leader
Break-out areas	To be avoided if possible.	Medium	Rooms cleaned but workshop leader advised that break out rooms are not available (unless absolutely necessary) Social distancing signs in place.	(See 'Public rooms – Library, Old Hall, Bar area)	Bookings administrator
Dining Room for Breakfast, Lunch and Supper	Social distancing. Close proximity to others. Staggered meal times. Specific number of guests at any one time.	High	Dining Room cleaned after each meal sitting, tables sanitised, chairs wiped down, serving area cleared and sanitised. Hand sanitiser at entrance to DRoom. One way system clearly marked.	Meals served to individual by staff members and Chef. Staff wearing masks/visors/disposable gloves when serving. Tables cleared by staff. Organised system for queuing for meals.	Chef And Staff Members
Outside sessions	Contact with others	Low	All areas available Areas marked out for activities		Workshop Leader to ensure rules are observed
Theatre public toilets	Contamination from Previous users Contamination from door handles, loo seats.	High	Hand sanitiser/sanitiser wipes in each toilet. Anti bacterial soap at wash basins. Paper disposable towels.	Regular complete cleaning of toilets during day. Sanitiser products replaced regularly.	Staff member

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Welcome Room	Contamination from guests. Contamination from any equipment used.	High	Social distancing signs/ Keep required distance from reception desk. Sofa/chairs not to be used by people coming in to room.	Hand sanitiser at entrance. Staff wearing visor. Masks available for guests. Hand sanitiser available for guests to purchase.	Reception member of staff
HAND SANITISER			AVAILABLE AT ENTRANCE TO ALL THE ABOVE AREAS.	SIGNS REQUESTING THAT EACH PERSON USES THE SANITISER BEFORE ENTERING THE ROOM	