

CHARNEY MANOR RISK ASSESSMENT No. COV1

Subject of this risk assessment: COVID-19

Date: 21/07/2020

Risk assessor: Gillian Peaston

What are the hazards?	Who might be harmed and how?	Risk rating?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Risk of infection from Covid-19	Staff and guests might be exposed to the virus in many situations.	High	Infection control training for all staff on return to work. Frequent hand washing to be insisted upon. Signage in back of house areas reminding staff to wash hands frequently. Hand sanitiser available throughout. Staff handout on how to stay safe and what to do if they experience Covid-19 symptoms. Staff temperatures to be taken and recorded at the start of each shift. Staff to work in teams to minimise risk of infection across all staff members. Physical distancing to be maintained at all times where possible. Guests to be reminded of Government advice to wear a mask in communal areas. Guests temperatures to be taken on arrival.	Continue to monitor	Manager	Continuing	

Travelling to and from work	Staff might be exposed to the virus using public transport.	Low	No Public transport is available to Charney Manor, staff use alternative methods of travel – walking, cycling. cars. If public transport were to be used, staff would be expected to wear a face covering. Wash hands as soon as they arrive at work.				
Staff uniforms	Dirty uniforms could become a source of transmission.	Medium	Staff to avoid wearing uniform outside of work, where possible. Change into uniform on arrival at work. Use disposable aprons over uniform. Uniform to be laundered after each shift. No jewellery allowed. Short sleeve shirts to be worn. Name badges to be removed.				

Subject of this risk assessment: Communicating with guests

Date: 21/07/2020

Risk assessor: Gillian Peaston

What are the hazards?	Who might be harmed and how?	Risk rating?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Guests not informed of measures in place to keep them safe	Guests and Staff.	Medium	<p>Email sent to all Course organisers or Guests outlining measures in place.</p> <p>Guests advised not to travel if they have any Covid-19 specific symptoms. Guests require to complete a medical questionnaire prior to arrival. Guests will have a temperature check on arrival which will be recorded on their pre completed medical questionnaire which will be kept on file.</p> <p>Measures to be added to confirmation email sent at time of booking and Pre-Arrival email sent 5 days prior to arrival.</p> <p>Single use letter in bedrooms outlining measures in place at Charney Manor including social distancing rules and explaining what guest should do if they have symptoms of Covid-19</p>	Continue to monitor	Manager	Continuing	

CHARNEY MANOR RISK ASSESSMENT No. COV3

Subject of this risk assessment: Reception

Date: 21/07/2020

Risk assessor: Gillian Peaston

What are the hazards?	Who might be harmed and how?	Risk rating?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Workstations	Staff at reception use a shared PC and phone.	High	Hand sanitiser and sanitising wipes available to disinfect keyboard and mouse, phone and workstation.	Continue to monitor	Manager	Continuing	
Dealing with customers	Staff and guests interact on reception	Medium	Hand sanitiser available. Glass screen on counter to provide physical barrier. Online payment option to avoid use of credit card terminal. Key drop box. If cash payment is made ensure hands are washed immediately afterwards.				
Queuing	Guests queue to speak to reception.	Medium	Floor markings and signage to ensure physical distancing is maintained.				
Contacts	Contact details required for track and trace	Low	All guests must check in on arrival, submit medical questionnaire and have temperature taken. Records are kept longer than 21 days.				
Collecting keys	Guests to collect keys	Medium	Guests to collect keys from Reception. Keys will be sanitised and bagged; room directions				

Carrying luggage	Some guests may need assistance with their luggage	Medium	provided to limit the staff contact on showing Guests to their bedrooms Staff member to ensure guest keeps their distance when carrying luggage. Once finished staff member to wash hands immediately.				
Showing Guests to bedrooms	Some guests may need help finding their bedrooms	Medium	Staff member to ensure guest keeps their distance when showing Guests to rooms. Once finished staff member to wash hands immediately.				

Subject of this risk assessment: Barn Conference Room

Date: 21/07/2020

Risk assessor: Gillian Peaston

What are the hazards?	Who might be harmed and how?	Risk rating?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Social distancing	Guests sitting in close proximity could pose a threat to each other.	High	Signage reminding guests to physically distance. Windows to be kept open for ventilation. 1-meter markings to be located on the floor to encourage social distancing	Continue to monitor	Manager	Continuing	
Conference room	Contamination risk from multiple touching door handles and surfaces	High	High Touch areas to be cleaned frequently, Sanitisation stations to be located outside of the Solar to ensure hand sanitised prior to entering conference room. Tissues supplied to use to open door to avoid direct contact with the door. Sanitisation spray and cloth to be left for Course organiser or guests requiring using. Masks and gloves will be made available in Solar				
Water bottles	Contamination risk from multiple guests	Medium					

	using glass water bottle		Glass water bottles will no longer be used. Single use single small water bottles will be provided				
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Subject of this risk assessment: Solar Conference Room

Date: 21/07/2020

Risk assessor: Gillian Peaston

What are the hazards?	Who might be harmed and how?	Risk rating?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Social distancing	Guests sitting in close proximity could pose a threat to each other.	High	Signage reminding guests to physically distance. Windows to be kept open for ventilation. 1-meter markings to be located on the floor to encourage social distancing	Continue to monitor	Manager	Continuing	
Conference room	Contamination risk from multiple touching door handles and surfaces	High	High Touch areas to be cleaned frequently, Sanitisation stations to be located outside of the Solar to ensure hand sanitised prior to entering conference room. Tissues supplied to use to open door to avoid direct contact with the door. Sanitisation spray and cloth to be left for Course organiser or guests requiring using. Masks and gloves will be made available in Solar				
Water bottles	Contamination risk from multiple guests	Medium					

	using glass water bottle		Glass water bottles will no longer be used. Single use single small water bottles will be provided				
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Subject of this risk assessment: Sitting Room

Date: 21/07/2020

Risk assessor: Gillian Peaston

What are the hazards?	Who might be harmed and how?	Risk rating?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Social distancing	Guests sitting in close proximity could pose a threat to each other.	High	Signage reminding guests to physically distance. Windows to be kept open for ventilation.	Continue to monitor	Manager	Continuing	
Information on covid 19	Contamination risk from multiple guests reading same information sheet	Medium	Single use				
Surfaces and high touch areas	Contamination risk from multiple guests touching surfaces and door handles	Medium	Sanitising wipes to be available. Hand sanitiser to be available				

CHARNEY MANOR RISK ASSESSMENT No. COV7

Subject of this risk assessment: Library

Date: 21/07/2020

Risk assessor: Gillian Peaston

What are the hazards?	Who might be harmed and how?	Risk rating?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Social distancing	Guests sitting in close proximity could pose a threat to each other.	High	Signage reminding guests to physically distance. Windows to be kept open for ventilation.	Continue to monitor	Manager	Continuing	
Information on covid 19	Contamination risk from multiple guests reading same information sheet	Medium	Single use				
Surfaces and high touch areas	Contamination risk from multiple guests touching surfaces and door handles	Medium	Sanitising wipes to be available. Hand sanitiser to be available				
Library books	Contamination risk from multiple guests reading same books	Medium	Signage to advise guests who borrow books to return to allocated shield so book can be quarantined for 72 hours. Hand sanitiser available				

CHARNEY MANOR RISK ASSESSMENT No. COV8

Subject of this risk assessment: Marquee

Date: 21/07/2020

Risk assessor: Gillian Peaston

What are the hazards?	Who might be harmed and how?	Risk rating ?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Social distancing	Guests and staff contamination risk.	High	Guests to be seated apart other than family groups in a bubble. Marquee to be configured to allow back to back and side by side seating. If demand increases the Dining room will be used or defined timeslot will be allocated to each guest to prevent overcrowding. Windows to be opened to create air flow.	Continue to monitor	Manager	Continuing	
Breakfast buffet		High	Removed and service to be introduced				
Condiments on table		High	Supplied to guest at service if requested in individual sachets.				
Tables and chairs		High	Tables and chairs to be sanitised between guests				
Crockery and cutlery		High	All crockery and cutlery to be washed in dishwasher to ensure sanitisation.				
Menus		High	Written on main chalk board				

After service		High	Marquee to be cleaned and sanitised.				
Tea and coffee station		High	Sanitising products available for guests to use. Area to be regularly cleaned. Tea and coffee will be served to customer as will the cakes and biscuits				

CHARNEY MANOR RISK ASSESSMENT No. COV9

Subject of this risk assessment: Dining Room

Date: 21/07/2020

Risk assessor: Gillian Peaston

What are the hazards?	Who might be harmed and how?	Risk rating ?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Social distancing	Guests and staff contamination risk.	High	Guests to be seated apart other than family groups in a bubble. Dining Room to be configured to allow back to back and side by side seating. If demand increases defined timeslot will be allocated to each guest to prevent overcrowding. Windows to be opened to create air flow.	Continue to monitor	Manager	Continuing	
Breakfast buffet		High	Removed and serviced in the marquee has been introduced				
Condiments on table		High	Supplied to guest at service if requested in individual sachets.				
Tables and chairs		High	Tables and chairs to be sanitised between guests				
Crockery and cutlery		High	All crockery and cutlery to be washed in dishwasher to ensure sanitisation				
After service		High	Dining Room to be cleaned and sanitised.				
		High					

Guest fridge, freezer and microwave			Sanitising products available for guests to use. Area to be regularly cleaned.				
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CHARNEY MANOR RISK ASSESSMENT No. COV10

Subject of this risk assessment: Public Areas, staircases and corridors

Date: 21/07/2020

Risk assessor: Gillian Peaston

What are the hazards?	Who might be harmed and how?	Risk rating?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Social distancing	Guests and staff. Stairs and corridors are narrow and less than 2 metres wide.	Medium	A one-way system to be introduced on stairs and corridors with clear signage marking the direction of travel to avoid guests and staff bumping into each other. Increased cleaning of high touch areas such as handrails, door handles, push plates.	Continue to monitor	Manager	Continuing	
Public bathroom		High	Increased frequency of cleaning of public bathroom. Sanitising products to be left available for guests to use should they wish with signage encouraging them to do so. Hand sanitiser available. Residential Guests will be encouraged to use their own bathrooms. Disposable toilet covers supplied				

THE PENN CLUB RISK ASSESSMENT No. COV11

Subject of this risk assessment: Bedrooms

Date: 21/07/2020

Risk assessor: Gillian Peaston

What are the hazards?	Who might be harmed and how?	Risk rating ?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Changing bed	Staff and guests if room not cleaned properly.	High	All non-essential items to be removed from rooms such as spare bedding, Guest Information folder, bibles, Quaker Faith and Practice, heaters etc.	Continue to monitor	Manager	Continuing	
Cleaning after departure		High	Do not shake the linen when removing from the bed. Fold and put in dirty laundry bag. Ensure dirty and clean linen are kept separate and do not touch. Keep dirty linen bag closed and be careful when moving to the linen room to avoid spreading the virus. Ensure your hands are clean before touching the clean linen.				
Cleaning during stay		High	Room will not be cleaned during a Guests stay. only be cleaned if guest is not present.				
Tea & Coffee Tea & Coffee		High	Staff will not automatically replenish Tea & Coffee; Guests can request refills and this will be covered and placed outside the Guests bedrooms				

CHARNEY MANOR RISK ASSESSEMENT No. CO12

Subject of this risk assessment: Kitchen

Date: 21/07/2020

Risk assessor: Gillian Peaston

What are the hazards?	Who might be harmed and how?	Risk rating?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Moving about in the Kitchen	Corridors are narrow and not suitable for social distancing. Staff may bump into each other while going about their business.	Medium	A one-way system to be put in place. Encourage staff to follow signage to avoid meeting others in narrow corridors.	Continue to monitor	Manager	Continuing	
Main kitchen	Food preparation area	Medium	Chefs need to ensure social distancing is adhered to. Handwashing facilities in place				
Changing room (staff bathroom)	Staff changing room is quite small. Not possible to social distance in the room.	Medium	Stagger changing times for staff. A one person at a time rule to be implemented.				
Food store	Food store small and unventilated	Medium	One person at a time rule to be implemented.				

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CHARNEY MANOR RISK ASSESSEMENT No. CO13

Subject of this risk assessment: Housekeeping

Date: 21/07/2020

Risk assessor: Gillian Peaston

What are the hazards?	Who might be harmed and how?	Risk rating?	What are you already doing?	What further action	Action by whom?	Action by when?	Done
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				is necessary?			
Housekeeping Office	The Housekeeping office is quite small. Staff need to enter to collect certain cleaning items and linen.	High	If Housekeeper present do not enter but keep distance. Wash hands before touching clean linen.	Continue to monitor	Manager	Continuing	
Staff Bathrooms	The staff have access to 2 shared bathrooms.	Medium	Increased cleaning of bathrooms. Sanitising cleaning products available for staff to use once finished in the bathrooms. Hand sanitiser available outside bathrooms.				
laundry Room	Guests have access to ironing facilities	Low	Ironing board and iron will be left in Guest room prior to their arrival				
Housekeeping laundry room	Staff take dirty linen from bedrooms for storage here. Washer and dryer available for in house washing. Access to rubbish bins.		The space is narrow so a 1 person at a time rule to be in place. Sanitiser available to sanitise touch points on machine and door handles.				
Boiler room	Room is small and cramped in places.		One person at a time rule to be implemented.				

CHARNEY MANOR RISK ASSESSMENT No. COV13

Subject of this risk assessment: Deliveries

Date: 21/07/2020

Risk assessor: Gillian Peaston

What are the hazards?	Who might be harmed and how?	Risk rating ?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Social distancing	Delivery drivers and staff	High	Non contact delivery to be enforced as much as possible. Companies contacted and asked to comply in advance. Doors to be opened by staff to allow driver access without touching doors. Deliveries to be taken in through Store room entrance or cleaning cupboard direct to storage area.	Continue to monitor	Manager	Continuing	

			Staff to wash hands immediately after dealing with a delivery.				
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CHARNEY MANOR RISK ASSESSMENT No. COV14

Subject of this risk assessment: Guest displays Covid-19 symptoms

Date: 21/07/2020

Risk assessor: Gillian Peaston

What are the hazards?	Who might be harmed and how?	Risk rating ?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Guests develops Covid-19 while staying at the Charney	Other guests & staff	High	Guidance in bedrooms for guests telling them what to do if they have Covid-19 symptoms. Guest to be kept isolated in their room. Food delivery to be arranged to room until guest has arranged transport to their own home. Guest to be encouraged to leave Charney as soon as possible.	Continue to monitor	Manager	Continuing	

			<p>When exiting the building the guest must be kept away from other guests.</p> <p>The bedroom to be left vacant for 72 hours before anyone enters. Room to be thoroughly disinfected using PHE guidelines.</p> <p>Ascertain whether any other guest or member of staff was exposed and may need to self isolate until they get tested.</p>				
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CHARNEY MANOR RISK ASSESSMENT No. COV15

Subject of this risk assessment: Member of Staff displays Covid-19 symptoms

Date: 21/07/2020

Risk assessor: Gillian Peaston

What are the hazards?	Who might be harmed and how?	Risk rating ?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Staff member develops Covid-19 while at work	Other staff & staff	High	<p>Staff are issued with a handout explaining they need to stay home if they have Covid-19 symptoms.</p> <p>If the symptoms develop at work the member of staff must be isolated until a taxi can be arranged to take them home.</p>	Continue to monitor	Manager	Continuing	

			Ascertain whether any other staff member or guest was exposed and may need to self isolate until they can get tested.				
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