

Further information

HSE's latest advice on coronavirus

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What are the Hazards?	Who Might Be Harmed and How?	What are we already doing to control the Risk?	What further action do we need to take to control the Risk?	Responsible person / by when / risk factor		
				WHO	BY WHEN	RISK
Getting or spreading coronavirus by not washing hands or not washing them adequately	<p>Workers</p> <p>Customers</p> <p>Venue hire bookers</p> <p>On-site</p> <p>Course tutors</p> <p>Contractors and delivery drivers</p> <p>Tenants</p> <p>Visitors</p> <p>Dog walkers</p> <p>Water collectors</p> <p>Stroud Co</p> <p>Farm members</p> <p>Volunteers</p>	<p>We will follow cleaning, hygiene and hand sanitiser guidelines:</p> <p>Workers, visitors and volunteers</p> <ul style="list-style-type: none"> All staff will wash hands upon arrival to site before starting work and continue to do so throughout the day. For the office the facilities are situated upstairs above the reception. All workers, volunteers and any other visitors to staff will log in and provide their name and contact details to support NHS track and trace. <p>Customers</p> <ul style="list-style-type: none"> We will provide water, soap and drying facilities in the public toilets on the downstairs of Hawkwood and in the Stables We will provide information on how to wash hands properly and display posters The wash stations are situated in the public toilet areas of the ground floor of Hawkwood and the toilet in the stables. <p>Contractors and delivery drivers</p> <ul style="list-style-type: none"> We will provide water, soap and drying facilities at wash stations which are situated in the public toilets on the downstairs of Hawkwood and in the Stables Provide information on how to wash hands properly and display posters The wash stations are situated in the public toilet areas of the ground floor of Hawkwood and the toilet in the stables. All deliver drivers will sign in <p>Tenants</p> <ul style="list-style-type: none"> Have their own washing facilities within their homes <p>Visitors</p> <ul style="list-style-type: none"> Unless visitors have booked to come to Hawkwood we will ask them to refrain from using our facilities to minimise contact. Any necessary use will require signing in at reception to ensure track and trace. <p>Specific Operational Areas</p> <ul style="list-style-type: none"> Individual protocols have been developed for kitchen and housekeeping about receiving deliveries 	<ul style="list-style-type: none"> We will put in place monitoring and supervision to make sure people are following controls Put signs up to remind people to wash their hands Provide information to our workers about when and where they need to wash their hands as outlined in our individual protocols (office, kitchen, housekeeping) Provide additional hand sanitiser stations in case facilities are occupied. Housekeeping will have a regular cleaning schedule to clean and monitor public facilities and bathrooms and to ensure all hand sanitisers are topped up for everyone visiting or staying at Hawkwood. 	<p>Daniel Edwards, General Manager, to monitor procedures</p> <p>Supported by all staff</p>	<p>17 July 2020</p>	<p>MEDIUM</p>

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<p>Person to person contact during COVID- 19 pandemic</p>	<p><u>Workers</u> <u>Customers</u> Course attendees and venue hire bookers On-site Course tutors <u>Contractors and delivery drivers</u> <u>Tenants</u> <u>Visitors</u> Dog walkers Water collectors Stroud Co Farm members <u>Volunteers</u></p>	<p>Workers: Office Staff All office staff will ensure that desks are 2 meters apart and have training on remaining socially distanced. Staff who can work from home will be encouraged to do so. Reception staff will ensure minimal contact with guests Duty Managers, kitchen staff, housekeeping staff will wear masks in the house and stables If working in the office, windows will be opened to ensure ventilation.</p> <p>All clinically extremely vulnerable individuals, or those who live with someone who is clinically extremely vulnerable, are strongly advised not work outside the home.</p> <p>Clinically vulnerable individuals should, where possible, work from home in their current role or in an alternative role, where possible/realistic.</p> <p>If a clinically vulnerable individual cannot work from home they should, where possible/realistic, be given the safest onsite roles enabling them to stay 2m away from others. Any interactions within 2m should be assessed for necessity and an acceptable level of risk.</p> <p>Where possible and realistic staff should work from home or a rota system of people in the office will be set up to ensure minimal contact</p> <p>Where it is not possible/realistic for an individual to work from home they should adhere to social distancing and increased hygiene measures at work (as detailed in this document).</p> <p>Whilst working onsite Hawkwood supports the use of face coverings by all employees and visitors who choose to wear them in enclosed spaces and where it is difficult to maintain social distance. However, we note that social distancing and increased hygiene measures remain the most effective way to limit the risk of infection.</p> <p>Any employee displaying Covid-19 symptoms must self-isolate at home and arrange for a Covid-19 test by using the NHS website as soon as possible.</p> <p>They should self-isolate for 7 days or until they have confirmation of a negative Covid-19 test.</p> <p>If symptoms last longer than 7 days they should follow</p>	<ul style="list-style-type: none"> • A training session clearly explaining the protocols will be given by zoom to all staff. • Consideration of the health of guests prior to their arrival; courtesy check-in with main booker as to the health of all persons of the group before arrival. • Duty Manager will ensure evening briefing to guests on social distancing, cleanliness and washing hands. • Regular communication contact between venue and guests, to provide any updates should regulations change that may affect their booking. • Visitors coming onsite that have not been prearranged by a staff member, to be reminded of social distancing and handwashing practices on arrival. Caretakers to handle the situation in a distanced safe manner as appropriate, and visitor should be asked to leave if any guests are resident at the venue. • Members of team and visitors to be reminded to wash their hands for 20 seconds on a regular basis (including destination hand washing on arrival) with water and soap and the importance of proper drying with disposable towels. • Members of team to be reminded of the importance of social distancing both in the workplace and outside of it, in line with the current government regulations. 	<p>Daniel Edwards, General Manager</p> <p>Alicia Carey, Daniel Edwards, Cathy Hendry</p> <p>Duty Manager</p> <p>Alicia Carey, Daniel Edwards, Cathy Hendry</p> <p>Cathy Hendry, Duty Managers</p> <p>Daniel Edwards</p> <p>Daniel Edwards</p>	<p>19 July</p> <p>Pre-arrival</p> <p>First day of stay</p> <p>As appropriate</p> <p>As required</p> <p>Weekly</p> <p>Prior to reopening</p>	<p>MEDIUM</p>

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		<p>Kitchen staff Will accept deliveries to the back door of the kitchen. Kitchen staff will wear masks and gloves There will be less of a support team than previously for the chef to ensure social distancing.</p> <p>Housekeeping staff Will accept linen delivered to the laundry room. We will change protocols so working on individual bedrooms rather than as a team.</p> <p>Volunteers We will only have volunteers who will work in the garden and ensure social distancing at all times. Teas and coffee must be brought in a flask rather than using kitchen facilities to minimise contact</p>				
		<p>Bookings & Guest Care Each bedroom will now have a specific bathroom allocated to it and a time when that bathroom will be cleaned. Cleaning materials will also be provided in the bathrooms for guests to use and sanitize over and above the additional cleaning methods by housekeeping.</p> <p>Guests will be advised to bring their own towels to minimise any potential spread of virus</p> <p>Hawkwood will only offer single occupancy rooms unless people are coming from the same household.</p> <p>Guests will be asked to strip their own beds and place in a bag at the end of their stay. They will also be asked to open windows when they leave their room to allow for maximum ventilation.</p> <p>Hawkwood housekeeping staff will follow up ensuring that all rooms are well ventilated between groups and housekeeping to open windows in bedrooms when cleaning.</p> <p>There will be a deep clean of public areas after groups depart and prior to any other group arriving.</p> <p>Keys will be in the doors of individual rooms to avoid contact and keys will be return to a tray at the end of the guest stay and sanitised before the next guest.</p>	<ul style="list-style-type: none"> This will be noted in booking confirmations Information has been put on bookings page of website and on an informative video Duty Manager welcome speech at first supper 	<p>Head Groundsman</p> <p>Head Housekeeper</p> <p>Daniel Edwards, Cathy Hendry</p> <p>Priscila Pabon</p> <p>Duty Manager</p> <p>Duty Housekeeper</p> <p>Duty Housekeeper</p>	<p>Once volunteering restarts</p> <p>Prior to reopening</p> <p>Prior to arrival</p>	<p>MEDIUM</p>

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		<ul style="list-style-type: none"> • Safety Protocol provided to guests prior to arrival, to share best health and safety practices and safety guidelines to minimise contact between guests and any staff members. Safety protocol and THIS COVID-19 Risk Assessment are posted on the Hawkwood website • Welcome Pack with guest manual, household operating instructions, emergency contact details and emergency procedures will be provided in each bedroom. Guests can access help and advice during their stay from this source or call the duty manager's mobile number. • Emergency situations involving the property; the mobile number of the Duty Manager has been provided to guests, located in the Welcome Pack onsite and hanging on the entrance hallway pinboard. • Outside compost toilet has been temporarily closed to guests. • Handwashing and respiratory hygiene guidance communicated to all guests in advance within the written Safety Protocol, provided to guests on booking and available on the Hawkwood website. • Hand pumps and soap provided at all basins within the property. • Signage displayed in and around Hawkwood to assist guests with any restricted/closed areas, health and safety precautions, and general guidelines for the use of the property. 	<ul style="list-style-type: none"> • Latest copy of Safety Protocol will be available to participants when they arrive on • Bookings Manager, Chief Exec, General Manager or Duty Manager on site at all times to answer questions/ address concerns. • As above • A lock has been fitted; caretakers to check • Safety Protocol attached to Booking Confirmation emails • Hand sanitisers positioned in high traffic areas; checked by housekeeping 	<p>Cathy Hendry, Duty Manager</p> <p>Alicia Carey, Daniel Edwards, Cathy Hendry, Duty Manager</p> <p>As above</p> <p>Caretakers</p> <p>Cathy Hendry, Daniel Edwards</p> <p>Duty Housekeeper</p>	<p>On arrival</p> <p>Throughout visit</p> <p>As above</p> <p>Weekly</p> <p>With each booking</p> <p>Daily</p>	

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		<p>Staff/Worker Care</p> <ul style="list-style-type: none"> Meet and greet of guests to be with minimal contact – solely with group leader if applicable. For emergency situations involving the property, mobile number of the Duty Manager has been provided to guests, located in the Welcome Pack in the bedrooms and hanging on the noticeboard. No direct contact initially required. Housekeepers/caretakers will be provided with appropriate PPE (gloves, aprons, and masks) to use when working at the venue. If there is more than one member of the housekeeping or kitchen team they should work at 2m distances or more and working in different areas of the venue to complete their tasks. Hand washing and respiratory hygiene guidance communicated to all staff in written Safety Protocol and will be emailed to all members of staff prior to resuming work. Hand washing facilities with soap and water will be put in place for staff members. We will ensure that the drying of hands with disposable paper towels rather than real towels. Gel sanitisers will be provided in any area where washing facilities are not readily available and in all group rooms. Staff will be encouraged to protect the skin by applying emollient cream regularly. 	<ul style="list-style-type: none"> Staff will wear face covering; guests will be asked to wear face covering. Duty Manager will mention this during Welcome Speech on first night Stock will be monitored and reordered as required Routine checks will be carried out by General Manager Staff will be told to expect this either via Zoom staff meeting or by text House staff will use staff washroom in main house; office staff will use washroom in office block. Staff washrooms will be cleaned and supplies checked regularly by Housekeeping 	<p>All staff</p> <p>Duty Manager</p> <p>Head Housekeeper, Daniel Edwards</p> <p>Daniel Edwards</p> <p>Daniel Edwards</p> <p>Duty Housekeeper</p>	<p>As required</p> <p>First night of stay</p> <p>As required</p> <p>On spec</p> <p>Prior to re-start date</p> <p>Daily schedule</p>	<p>MEDIUM</p>
		<p>Venue Area/ Social Distancing</p> <ul style="list-style-type: none"> We will ensure that household maintenance work is kept at a minimum whilst guests are within the venue. Guests' access onsite; main building, garden/terrace areas and the venue's pathways and driveway, access details indicated in the Safety Protocol, provided to guests during/after booking and available on our website. We will contact our tenants and the farm members and explain that the house and studios are out of bounds when guests are on site. For operational/maintenance issues that are not solvable after checking the Welcome Pack instructions, guest to phone the office during office hours and the duty manager after hours to resolve the situation. Guest and Caretakers to keep to safe social distancing guidelines should any external persons require access to the building in case of a building emergency (e.g. mechanical fault or fire alarm activation). 	<ul style="list-style-type: none"> Maintenance Engineer to agree a schedule of works in advance with General Manager. Signs will be put out to advise no entry to the house unless a course participant. All external persons to fill in Track & Trace form located outside reception on arrival. 	<p>Daniel Edwards</p> <p>Cathy Hendry</p> <p>Alicia Carey</p> <p>Cathy Hendry</p>	<p>Ongoing</p> <p>Ongoing</p> <p>As necessary</p> <p>Ongoing</p>	<p>MEDIUM</p>

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		<p>Delivery Drivers</p> <ul style="list-style-type: none"> Deliveries at the premises (letters and parcels) will be left in the entrance outside reception. Larger deliveries to be left outside the main doors to the venue or, for kitchen deliveries, round the back outside the kitchen. 	<ul style="list-style-type: none"> Member of staff placing the order to make company know where the delivery is to be left. 	Maintenance Engineer, Head Housekeeper Daniel Edwards	Ongoing	MEDIUM
		<p>Mental Health</p> <ul style="list-style-type: none"> Management will promote mental health and wellbeing awareness to staff during the coronavirus outbreak and will offer whatever support they can to help. 	<ul style="list-style-type: none"> Staff have been sent link to Hospitality Action mental health cover. 	Alicia Carey Daniel Edwards	Ongoing	MEDIUM
Getting or spreading coronavirus in common use high traffic areas such as Hawkwood dining room, corridors, rest rooms, toilet facilities, entry/exit points to facilities, and other communal areas group room	The spread of an infectious outbreak	<p>There are high use traffic areas in our dining room and corridors as well as our group rooms. We will review all capacities in line with social distancing and split meal times where necessary to ensure social distancing is maintained.</p> <p>In corridors we will ask people to be mindful and look ahead – letting others pass by stepping into a group room where possible to avoid contact</p> <p>In the dining room we will ask people to queue in a socially distanced manner to collect their coffee which will be served to them or if self service we will ensure that people make individual instant coffees rather than use a shared coffee pot.</p> <p>All high traffic areas will be given additional sanitisation</p> <ul style="list-style-type: none"> areas where people will congregate, eg rest rooms, canteens, changing rooms, reception, meeting rooms, smoking areas, tea points, kitchens etc areas where there are pinch points meaning people can't meet the social distancing rules, eg narrow corridors, doorways, customer service points, storage areas areas and equipment where people will touch the same surfaces, such as in kitchens, eg kettles, shared condiments etc areas and surfaces that are frequently touched but are difficult to clean communal areas where air movement may be less than in other work areas, eg kitchens with no opening windows or mechanical ventilation 	<ul style="list-style-type: none"> If a visitor finds out, after their arrival, they have been in contact with a person with Covid-19 (or suspected Covid-19) other guests in group plus staff members who have been in contact with that person will be advised to seek medical advice and follow the public health procedures set out by the government. 	Alicia Carey, Daniel Edwards, Cathy Hendry, Duty Manager	As necessary	MEDIUM

Assessment Carried out by Alicia Carey

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Staff member or guest not fit for work and infected with COVID-19	Could spread COVID-19 through working in the office or within the property	<p>Symptoms of Covid-19</p> <ul style="list-style-type: none"> • If staff members become unwell with a new continuous cough or a high temperature in the workplace, they will be asked to go home and advised to follow the stay at home guidance. If possible (mild symptoms), the employee could work from home. • If staff members are unwell and have been in contact with someone who has COVID-19, they are advised to seek medical advice and follow the recommended stay at home guidelines. • If advised that a member of staff or guest has developed Covid-19 and were recently at our venue premises, the management team of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. • Should a guest become unwell while on site they should self isolate in their bedroom • The managers to maintain in regular contact with staff members during this time. 	<ul style="list-style-type: none"> • Ongoing checks with staff members on their health and wellbeing. 	Alicia Carey Daniel Edwards	As required	HIGH

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<p>Cleaning regimes not effective/fit for purpose</p>	<p>Contaminated venue and spread of COVID-19</p>	<ul style="list-style-type: none"> All housekeepers are fully inducted before they begin working at Hawkwood, to follow best cleaning practices and shown where appropriate cleaning products are kept. Housekeeping guidelines and COVID-19 cleaning checklist given to all staff before working, and a copy kept in the work folder onsite. Housekeepers' logbook available onsite if there are any cleaning issues, best practices, and maintenance issues. This logbook will be checked by the caretakers onsite and requests actioned if required. All cleaning team members are given the correct PPE and instructions on handwashing regimes and their wellbeing. <p>The guidance on cleaning and hygiene during the coronavirus outbreak will be followed:</p> <ul style="list-style-type: none"> Identify surfaces that are frequently touched and by many people (often common areas), eg handrails, door handles, vehicle door handles (inside and outside), shared equipment etc and specify the frequency and level of cleaning and by whom Train people how to put on and remove personal protective equipment (PPE) that is used for normal work hazards and how to keep it clean Reduce the need for people to move around your site as far as possible. This will reduce the potential spread of any contamination through touched surfaces Avoid sharing work equipment by allocating it on personal issue or put cleaning regimes in place to clean between each user Identify where you can reduce the contact of people with surfaces, eg by leaving open doors 	<ul style="list-style-type: none"> Guests are requested to leave windows open before departure. Caretakers onsite to open all external downstairs doors to air out the building before housekeepers enter. Housekeeper has been sent on a training course to understand safe cleaning practises. 	Duty Manager	Final night of stay	MEDIUM
<p>Incorrect cleaning materials/systems used</p>	<p>Not cleaning or sanitising the property correctly</p>	<ul style="list-style-type: none"> Cleaning checklist compiled clearly stating what should be cleaned, how it should be cleaned and disinfected within the property. Microbe shield sprayed on all door handles, toilet handles, light switches and common surfaces that kill 99.9% of germs/viruses and lasts for 30 days. Cleaning materials are clean and fit for purpose. Cleaning equipment is PAT tested and fit for purpose and used in the correct way. Health & safety folder for staff members located at venue, detailing; all cleaning products used and for what purpose, COSHH sheets and their correlating ingredients. Maintenance schedules for the venue and all risk assessments detailed in the staff folder left onsite at the property. 	<ul style="list-style-type: none"> Housekeepers to report any unhygienic areas in the Housekeeping logbook, checked by the caretakers at the property. Action to be taken and new best practices updated in the Housekeepers Cleaning Checklist and Guidelines. 	Head Housekeeper	Ongoing	HIGH

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Dealing with a guest who is unwell / infectious or with an outbreak in the property.	The spread of an infectious outbreak	<ul style="list-style-type: none"> Any guest that falls unwell with COVID-19 symptoms during their stay must get medical advice immediately and let the property know of the situation, removing themselves from the group and returning to their main home will be advised. Emergency contact details, medical services and nearby doctors/hospitals are written in the Welcome Pack provided at the property for guests to have easy access of this information. Caretakers/ mangers can call/video call the guests to clearly understand the situation and if the guests need to extend their stay and for how long, and if possible. Medicines, food supplies and extra cleaning materials can be delivered to the outside of the property by other guests' members or caretakers if required. Guests will strip beds and place used linen in baskets in their rooms before departure for housekeepers and external laundrette collection. 	<ul style="list-style-type: none"> Other guests in group advised to seek medical advice and follow the public health procedures set out by the government, for persons who have been in contact with someone with COVID-19 symptoms. 	Alicia Carey, Daniel Edwards, Cathy Hendry, Duty Manager	In event of illness being notified	HIGH
Incorrectly laundered bedding	Bacteria not killed off properly	<ul style="list-style-type: none"> Linen and towels to be collected in bags and professionally washed by the laundry service company. Guests will be asked to bring their own towels wherever possible. All housekeeping/maintenance procedures are adhered to as outlined in the Housekeeping Guidelines and COVID-19 Housekeeper Checklist for Cleaning, provided to all housekeeping staff, and left at the property in the staff folder. Any left property to be placed in bags and removed from the main house building for safe storage, kept for a maximum of 1 month. 	<ul style="list-style-type: none"> Any linen left behind accidentally will be washed onsite at 60 degrees or more by the housekeeping team. 	Head Housekeeper/ Duty Housekeeper	After each room clean & for weekly collection by laundry service	HIGH
Legionella	Infection of Legionella from standing water if the property has been lying empty.	<ul style="list-style-type: none"> Water has been run weekly during lock down and safety checks have been put in place. Before opening the venue to guests, the whole water system will be flushed for two minutes or more. The kitchen and hand basin taps, both hot and cold taps, to run for two minutes or more. Showers will also be flushed through if not used for two weeks or more and showerheads to be disinfected. All taps that have been unused in two weeks will be run with water for two minutes. Testing water flushing on infrequent water taps completed every quarter as part of maintenance schedule. Water tests completed every two years as required for hospitality venues. 	<ul style="list-style-type: none"> Property to be monitored on a continuing basis, if any concerns a professional will be brought in to check the water systems. 	Maintenance Engineer, Daniel Edwards	Ongoing routine	LOW