

Covid-19 Risk Assessment for Hawkwood.

Assessment Carried out by		Alicia Carey				
Date		Updated 25th January 2022		To be reviewed: On-going and changes to be made as and when necessary		
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
<p><b>Getting or spreading coronavirus by not washing hands or not washing them adequately</b></p>	<p>Staff Customers Venue hire guests Course tutors Contractors and delivery drivers Tenants Visitors Dog walkers Water collectors Stroud Co Farm members Volunteers</p>	<p>We will follow cleaning, hygiene and hand sanitiser guidelines: Workers, visitors and volunteers  <ul style="list-style-type: none"> <li>▶ All staff will wash hands upon arrival to site before starting work and continue to do so throughout the day.</li> </ul>                     Customers  <ul style="list-style-type: none"> <li>▶ We will provide water, soap, sanitiser and drying facilities in the public toilets on the downstairs of Hawkwood and in the Stables</li> <li>▶ We will provide information &amp; reminders on how to wash hands properly and display posters</li> <li>▶ The washstations are situated in the public toilet areas of the ground floor of Hawkwood and the toilet in the stables.</li> </ul>                     Tenants  <ul style="list-style-type: none"> <li>▶ Have their own washing facilities within their homes</li> </ul>                     Specific Operational Areas  <ul style="list-style-type: none"> <li>▶ Individual protocols have been developed for kitchen and housekeeping about receiving deliveries</li> </ul> </p>	<ul style="list-style-type: none"> <li>▶ We will put in place monitoring and supervision to make sure people are following controls</li> <li>▶ Put signs up to remind people to wash their hands</li> <li>▶ Provide information to our workers about when and where they need to wash their hands as outlined in our individual protocols (office, kitchen, housekeeping)</li> <li>▶ Provide additional hand sanitiser stations in case facilities are occupied.</li> <li>▶ 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.</li> </ul>	General Manager supported by all staff	Completed	MEDIUM

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Getting or spreading coronavirus - Person to person contact during COVID- 19 pandemic	Staff Customers Course attendees and venue hire guests On-site Course tutors Contractors and delivery drivers Tenants Visitors Dog walkers Water collectors Stroud Co Farm members Volunteers.	Office staff All office staff will ensure they remain adequately socially distanced. Reception/ office staff will continue to wear face masks when guest facing.  Operational staff will wear masks in guest facing areas. Periodic ventilation of spaces will continue through the day in offices.  Employees are encouraged to self-test at home before each shift/ work day using a lateral flow test kit.  Any employee displaying Covid-19 symptoms must stay at home and arrange for a PCR test by using the NHS website as soon as possible.  They should self-isolate for the period given by NHS advice days or until they have confirmation of a negative Covid-19 test.  Kitchen staff Will accept deliveries to the back door of the kitchen. Kitchen staff will wear masks when guest facing. Periodic ventilation of kitchen will continue through the day.  Housekeeping staff Will accept linen delivered to the laundry room. Housekeeping staff will wear masks when guest facing. Periodic ventilation of rooms and work spaces will continue through the day.  Volunteers We will welcome volunteers to the gardens. Refreshments will be brought out in a flask rather than meeting inside.  Bookings & Guest Care Cleaning materials are provided in the bathrooms for guests to use and sanitize over and above the additional cleaning methods by	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 to be reminded of the importance of social distancing both in the workplace and outside of it.	CEO, GM Bookings Manager, Housekeeper Estate, Manager, Maintenance Manager	Ongoing	MEDIUM

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<p>Person to person contact during COVID- 19 pandemic  (continued)</p>		<p>Guests will be asked to strip their own beds and place under wash basin at the end of their stay. They will also be asked to open windows when they leave their room to allow for maximum ventilation.                      Hawkwood housekeeping staff will follow up ensuring that all rooms are well ventilated between groups and housekeeping to open windows in bedrooms when cleaning. There will be a deep clean of public areas after groups depart and prior to any other group arriving.</p> <p>Operational Protocol provided to guests prior to arrival, to share best health and safety practices and this COVID-19 Risk Assessment are posted on the Hawkwood website.</p> <p>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.</p> <p>Emergency situations involving the property; the mobile number of the Duty Manager has been provided to guests, located in the Welcome Packs and on the entrance hallway pin board..</p> <p>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.</p> <p>Hand soap provided at all wash basins within the property.</p> <p>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.</p>	<p>This will be noted in booking confirmations                      Information has been put on bookings page of website                      Duty Manager welcome speech at first supper                      Latest copy of Protocols will be available via our website and emailed in advance to guests before they arrive on site..</p>	<p>CEO, GM                      Bookings Manager,                      Housekeeper Estate,                      Manager,                      Maintenance Manager</p>	<p>Ongoing</p>	<p>MEDIUM</p>

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<p>Person to person contact during COVID- 19 pandemic</p> <p>(continued)</p>		<p>Staff/Worker Care                      Meet and greet of guests to be with minimal contact – solely with group leader if applicable.</p> <p>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 on the noticeboard.</p> <p>Hand soap provided at all wash basins within the property for staff members.</p> <p>Gel sanitisers will be provided in any area where washing facilities are not readily available and in all group rooms.</p> <p>All high traffic areas are given additional sanitization</p> <p>areas where people will congregate, eg WC's, dining room, reception, meeting rooms, tea points, kitchens etc</p> <p>areas and equipment where people will touch the same surfaces, such as in kitchens, eg door push plates, kettles, shared condiments etc</p> <p>areas and surfaces that are frequently touched but are difficult to clean</p> <p>communal areas where air movement may be less than in other work areas, eg corridors</p>	<p>Bookings Manager, Chief Exec, General Manager or Duty Manager on site at all times to answer questions/address concerns.</p> <p>As above</p> <p>Safety Protocol attached to Booking Confirmation emails</p> <p>Hand sanitisers positioned in high traffic areas; checked by housekeeping                      House staff will use staff washroom in main house; office staff will use washroom in office block.</p> <p>Staff washrooms will be cleaned and supplies checked regularly by Housekeeping</p>	<p>CEO, GM                      Bookings Manager,                      Housekeeper</p>	<p>Ongoing</p>	<p>MEDIUM</p>

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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	Venue Area/ Social Distancing 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.	Signs will be put out to advise no entry to the house unless a course participant.	GM	Ongoing	MEDIUM
		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.	Information given to guests pre-arrival, reminded by on-site signage.	GM, Bookings Manager, Duty Manager	Ongoing	
		There are high use traffic areas in our dining room and corridors as well as our group rooms.  Table service is suspended, all guests will be served from the serving hatch in the dining room.			Ongoing	
		All high traffic areas will be given additional sanitisation 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		Maintenance Engineer, Head Housekeeper GM	Ongoing	

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<p><b>Staff member or guest not fit for work and infected with COVID-19</b></p>	<p>Could spread COVID-19 through working in the office or within the property</p>	<p>Symptoms of Covid-19</p> <ul style="list-style-type: none"> <li>▶ 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.</li> <li>▶ 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.</li> <li>▶ 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.</li> <li>▶ Should a guest become unwell while on site they should self isolate in their bedroom</li> <li>▶ The managers to maintain in regular</li> </ul>	<p>Ongoing checks with staff members on their health and wellbeing.</p>	<p>CEO, GM</p>	<p>As required</p>	<p>HIGH</p>

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Cleaning regimes not effective/fit for purpose	Contaminated venue and spread of COVID-19	<p>All housekeepers are fully inducted before they begin working at Hawkwood to follow best cleaning practices and shown where appropriate cleaning products are kept.</p> <p>Housekeeping guidelines and COVID-19 cleaning checklist provided to all staff.</p> <p>Housekeepers' logbook available onsite if there are any cleaning issues, best practices, and maintenance issues. This logbook will be checked and requests actioned if required.</p> <p>All cleaning team members are given the correct PPE and instructions on handwashing regimes and their wellbeing.</p> <p><b>The guidance on cleaning and hygiene during the coronavirus outbreak will be followed:</b> 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</p> <p>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</p> <p>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</p> <p>Avoid sharing work equipment by allocating it on personal issue or put cleaning regimes in place to clean between each user</p> <p>Identify where you can reduce the contact of people with surfaces. ea by leaving open doors</p>	Head Housekeeper has been inducted to understand safe cleaning practises and has disseminated to team.	Duty Manager	Final night of stay	MEDIUM

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Incorrect cleaning materials/systems used	Not cleaning or sanitising the property correctly	<p>Cleaning checklist compiled clearly stating what should be cleaned, how it should be cleaned and disinfected within the property.</p> <p>Microbe shield sprayed on all door handles, toilet handles, light switches and common surfaces that kill 99.9% of germs/viruses.</p> <p>Cleaning materials are clean and fit for purpose.</p> <p>Cleaning equipment is PAT tested and fit for purpose and used in the correct way.</p> <p>Health &amp; safety folder for staff members located at venue, detailing; all cleaning products used and for what purpose, COSHH sheets and their correlating ingredients.</p> <p>Maintenance schedules for the venue and all risk assessments detailed in the staff folder left onsite at the property.</p>	Housekeepers to report any unhygienic areas in the Housekeeping logbook. Action to be taken and new best practices updated in the Housekeepers Cleaning Checklist and Guidelines.	Head Housekeeper	Ongoing	HIGH
Dealing with a guest who is unwell / infectious or with an outbreak in the property.	The spread of an infectious outbreak	<p>Any guest that falls unwell with COVID-19 symptoms during their stay must get medical advice immediately and let the staff know of the situation, removing themselves from the group and returning to their main home will be advised.</p> <p>Guests will be asked to strip bed linen and place used linen in bags in their rooms before departure for housekeepers and external laundrette collection.</p>	Other guests in group informed of situation and advised to follow the public health procedures set out by the government, for persons who have been in contact with someone with COVID-19 symptoms.	CEO, GM, Bookings Manager, Duty Manager	In event of illness being notified	HIGH