



# Covid-19 Risk Assessment

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Totemplant Limited. Registered in England No. 01072750

Trading as Upton Grange Holiday Cottages, Upton Farm, Upton, Dorchester, Dorset DT2 8NE.



## **Introduction**

Covid-19 is a new illness that can affect your lungs and airways.

It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe, or fatal.

Our risk assessment undertaken identifies the controls we have implemented to keep all persons safe who may be affected by our business undertakings, by all persons we mean our employees, our guests, delivery drivers, any contractors, or others we engage with.

## **Good Hand Hygiene**

All persons to be reminded on a regular basis to wash their hands for 20 seconds with hot water and soap and the importance of proper drying, ideally with disposable towels. Persons are also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose, or mouth with unclean hands. Tissues will be made available throughout all our workplaces.

## **Skin Irritations**

All staff are encouraged to report any dry skin or skin irritation issues and to carry out skin checks as part of our skin surveillance programme.

## **Housekeeping**

Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods. We have taken adequate measures to implement reducing the number of persons in any area to comply with the 2-metre (6.5 foot) gap recommended by HM government advice. All persons to be reminded politely of the importance of social distancing throughout Upton Grange, whether as part of you work or a valued guest.

## **Management of persons**

Upton Grange have taken suitable steps to review all schedules, including guest arrival and check out times, workers times and work patterns incorporating where possible working from home to reduce office gatherings. The processes introduced are designed to ensure we maintain social distancing where possible.



### **Face Coverings**

We as a business do not encourage the use of additional PPE to protect our work force against Covid-19 as per HM government guidance however persons must continue to wear the specific task required PPE that normally is required. We have also reminded all staff that wearing of gloves is not a substitute for good hand washing regimes.

### **Symptoms**

If anyone becomes unwell with a new continuous cough or a high temperature in the workplace, they will be sent home and advised to follow the stay at home guidance.

### **Mental Health & Wellbeing**

Upton Grange management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help. As a business we have an open-door policy for those who require additional support.

### **Consulting our Workforce**

Upton Grange managerial staff will consult with all our team on health and safety matters.

We understand consultation is a two-way process, which allows our team members to raise concerns and influence the decisions on managing health and safety of our business undertakings.

### **Valued Guests**

Upton Grange does its utmost to give our guests a wonderful holiday experience. We all had to make changes to protocols and procedures due to Covid -19 We will communicate clearly and regularly with our guests so that all persons can have the confidence that Upton Grange has put into place suitable precautions to ensure we all stay safe. It is extremely important however that the Upton Grange procedures allow our guests to fully to enjoy the facilities we have in the wonderful Upton Grange.

**Section 1. Looking after our Workforce**

Hazard	Risk	Controls
<p>Spread of Covid-19 Coronavirus</p>	<p>Harm or infection to Team Members &amp; Visitors to Upton Grange</p>	<p><b><u>General Precautions</u></b> No persons to enter our non-public areas unauthorised. No persons to enter our workplace who displays Covid symptoms.</p> <p><b><u>Hand Washing &amp; Sanitising</u></b> Hand washing facilities with soap and water in place. Hand sanitising gels supplied where hand washing facilities are not in place. Stringent hand washing taking place. Suitable drying facilities maintained.</p> <p><b><u>Skin Care</u></b> Team members are encouraged to use hand creams (emollient cream) to prevent dry skin and shin conditions. Persons are encouraged to ensure they dry their hands after washing correctly. (Wet hands are considered more at risk to transfer bacteria and viruses than dry hands).</p> <p><b><u>Visitors and Others</u></b> Persons will be encouraged to hold meetings remotely rather than attend our works. All persons will be encouraged to use the sanitising gels and hand tissues supplied on entering and leaving our premises if possible, business may be conducted outside in our yard, social distancing will be maintained where practicable.</p> <p><b><u>Information Displayed</u></b> Posters leaflets and signs displayed with Covid-19 Precautions and general information. All persons informed of HM Gov advice on Covid-19 precautions. (signage posters etc).</p> <p><b><u>Social Distancing at Work.</u></b> Social distancing to be maintained. Where social distancing cannot be maintained due to operational reasons, we will limit close work periods to as short as possible, encourage team members to work side by side rather than face to face and encourage work partnering by encouraging the same teams to work together to minimise the number of persons who may come into contact with others.</p>

Hazard	Risk	Controls
Spread of Covid-19 Coronavirus	Harm or infection to Team Members & Visitors to Upton Grange	<p><b><u>Office Controls</u></b> Team members are required to practice effective social distancing while in and around the workplace, while involved in shared work activities. Hot-desking will not be supported at this time. Office and other equipment should not be shared between staff – limit use of high-touch equipment eg pens, keyboard, whiteboards, etc. Staff to avoid non-essential contact with others wherever possible (ie hugs, handshakes, etc). All persons to self-clean workstations as required to maintain a high cleanliness standard.</p> <p><b><u>Protecting Higher Risk Employees</u></b> Any team members who may be considered vulnerable (as defined by the UK Government) will not be allowed to work in the premises unless an individual risk assessment has been undertaken and they should follow the procedures as laid down by the Government for Vulnerable Persons.</p> <p><b><u>Courier &amp; Deliveries to and Collected from The Premises</u></b> A dedicated delivery collection area will be designated to restrict access to other areas and to minimise potential contact of persons. Where team members need to handle items delivered, they should wash or sanitise their hands as soon as practicable. Persons should not have any physical contact with courier delivery drivers and always maintain a distance of at least 2 metres from others in the event where interaction is required.</p> <p><b><u>Emergency Aid</u></b> In the event of an emergency social distancing may not be able to be maintained if not safe to do so. No person must put themselves at any undue risk. In an emergency event such as a fire evacuation team member should follow the normal fire evacuation procedures used at Upton Grange.  In the event of an accident when administering first-aid, t persons should follow their normal procedures including assessing the risk from cross contamination, keeping themselves safe by using protective equipment, give early treatment.  In the event of any person requiring CPR the delivering of rescue breaths are not encouraged unless the casualty is known to the rescuer or if the casualty is a child or it is a personal decision of the rescuer. In all cases chest compressions should be undertaken and the emergency service called.</p>

Hazard	Risk	Controls
Spread of Covid-19 Coronavirus	Harm or infection to Team Members & Visitors to Upton Grange	<p><b><u>Equality in Our Workplace</u></b></p> <p>Upton Grange will be understanding and take into account the particular, circumstances of those with different protected characteristics. We will involve and communicate appropriately with team members whose protected characteristics might either expose them to a different degree of risk or might make any steps we as a company are considering about inappropriate or challenging for them. We will make reasonable adjustments to avoid disabled workers being put at a disadvantage.</p> <p>Upton Grange will assess the health and safety risks for new or expectant mothers ensuring the steps taken do not have an unjustifiable negative impact on some groups compared to others, for example those with caring responsibilities or those with religious commitments.</p>

**Residual Risk level:**

With the stated the controls in place and in line with HM government current risk level, the residual risk of persons being infected with this virus (community transmission) during our business undertakings has been assessed by Upton Grange senior team as **LOW**.

**Section 2. Looking after our Guests and Visitors**

Hazard	Risk	Controls
<p>Spread of Covid-19 Coronavirus</p>	<p>Harm or infection to Team Members, Guests &amp; Visitors to Upton Grange</p>	<p><b><u>Minimising Contact</u></b>            Minimise contact between all parties.            Provide PPE for any welcome staff and ensure guests and welcome staff understand social distancing guidelines.            Maintain social distancing when checking in and checking out, encourage video calls or phone communications with guests to ensure customer satisfaction and to answer all queries where possible,            Ensure guests are not present during interim cleans.            Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency). Ensure our guest are aware that if an illness occurs, they understand the responsibility to inform us.</p> <p><b><u>Enhanced Cleaning</u></b>            Create a cleaning plan that the cleaning team members work to.            Consider using a cleaning checklist that the cleaning team complete and leave in property for transparency            Cleaning standards monitored periodically by senior team.            Cleaning team members are given the correct PPE and training on how to use correctly and instructions on handwashing, PPE disposal and their wellbeing.</p> <p><b><u>Guest Illness Planning</u></b>            Put in place a documented simple action plan            to be able to Video call or Phone the guest obtain mobile contact details if possible            Have an emergency body fluid clean up kit to hand or place outside property for guest use.            Plan to deliver fresh linen, cleaning materials, bin bags to the outside area of the property so that the guest can use to self-clean.            Have a prepared outside area at the property so that food, medicine, and sundries can be left secure for the guest to collect.</p>

Hazard	Risk	Controls
		<p><b><u>Guest Illness During Stay</u></b>            Have local emergency contacts to hand (if Covid-19 symptoms) call NHS 111 and follow advice given.            Display or have available useful contact numbers in the property .            Place a “What to do if you suspect you as a guest are ill or have an infectious outbreak” document in the property including relevant phone numbers and actions required.</p> <p>Video call/ call the guests to clearly understand the situation. If guests need to extend their stay obtain clear details including for how long approximately.            Consider building into terms and conditions the cost and requirements if a guest has to extend their stay through illness for self-isolation.</p>
Hazard	Risk	Controls
Legionella	Harm or infection to Team Members, Guests & Visitors to Upton Grange	<p>Flush the whole water system for two minutes or more. First flush the toilet, then let the kitchen taps and the hand basin taps run for two minutes or more to let both hot and cold-water pass through.</p> <p>Flush the shower through If the shower has not been used for two weeks or more, disinfect the showerhead. The showerhead should be removed, and the shower run for two minutes. The showerhead should be disinfected before being re-fitted by immersing for at least an hour in any solution designed for cleaning baby feeding bottles (e.g. Milton). Showerheads should be regularly disinfected about four times a year.            Finally, let any other taps run for two minutes.</p>



### **Residual Risk level:**

With the stated the controls in place and in line with HM government current risk level, the residual risk of persons being infected with this virus (community transmission) during our business undertakings accommodating our visitors and guests has been assessed by Upton Grange senior team as **LOW**.