



**SCALES FARM COUNTRY GUEST HOUSE**  
**SERVING GUESTS SAFELY**



## **SERVING GUESTS SAFELY**

---

### **1 Introduction**

This document explains how we will provide a safe environment in which our guests can relax and enjoy their time with us while Coronavirus remains a significant health risk.

To help ensure no hazards are missed the risk assessment is structured through a working day from breakfast preparation to end of day actions. The key sections of the risk assessment are:

1. Breakfast
2. Check out
3. Room refresh
4. Room changeover
5. Guest arrival
6. Breakfast room preparation for evening use and breakfast next day
7. End of day actions

### **2 Scales Farm the business**

We are lucky that Scales Farm Country Guest House is a large property, in large grounds relative to the number of guests it serves and that common areas to access rooms are limited. However many actions are still required as you will find in our risk assessment.

Our Risk Assessment has been developed using the following key principles:

1. Significantly enhanced cleaning regime particularly in respect of:
  - a. Room furnishes and surfaces,
  - b. Common area furnishings and surfaces,
  - c. Keys, switches, door bells, card payments, remote controls etc.
2. Sanitising stations provided in all rooms and common areas.
3. Breakfast times will be spaced to ensure social distancing.
4. Both Buffet and Main breakfast will be table service
5. Guests will be allocated their own table for their complete stay.

In addition guests may if they wish not have their room refreshed during their stay and can also have breakfast delivered to their room. During good weather it is also possible to serve breakfast in the garden.



## SERVING GUESTS SAFELY

### 3 Risk assessment Scales Farm Country Guest House - Coronavirus

Assessment carried out by: Ivan & Helen Curties

Date of next review: 30 January 2021

Date assessment was carried out: 1-5 June 2020

3.1.1 What are the hazards?	3.1.2 Who might be harmed and how?	3.1.3 What are you doing to control the risks?	3.1.4 Who	3.1.5 When
<b>Breakfast</b>				
<b>Coronavirus infection via breakfast food preparation</b>	Guests & staff – Cross contamination	<ul style="list-style-type: none"> <li>All staff fully wash hands prior to entry to kitchens</li> <li>All staff will wear face coverings during food preparation</li> <li>All Kitchen surfaces, cooker, fridge, microwave and cupboard handles are sprayed with alcohol and anti-bacterial sprays.</li> <li>All staff wash hands again prior to food handling and dry hands using disposable tissues (this happens multiple times during food preparation)</li> <li>All utensils and crockery used will have been cleaned in the dishwasher prior to use.</li> </ul>	Staff	To be implemented prior to re-opening
<b>Coronavirus infection from breakfast room buffet</b>	Guests & staff – Cross contamination	<ul style="list-style-type: none"> <li>All staff fully wash hands prior to entry to kitchens</li> <li>All staff will wear face coverings during food movement and buffet setting out.</li> <li>All Kitchen surfaces, fridge and cupboard handles are</li> </ul>	Staff	To be implemented prior to re-opening



## SERVING GUESTS SAFELY

3.1.1 <i>What are the hazards?</i>	3.1.2 <i>Who might be harmed and how?</i>	3.1.3 <i>What are you doing to control the risks?</i>	3.1.4 <i>Who</i>	3.1.5 <i>When</i>
<b>preparation</b>		sprayed with alcohol sprays. <ul style="list-style-type: none"> <li>• All utensils and crockery used will have been cleaned in the dishwasher prior to use.</li> </ul>		
<b>Coronavirus infection from landing, stairs and entering breakfast room from upstairs rooms (4, 5, 6)</b>	Guests – Cross contamination	<ul style="list-style-type: none"> <li>• Prior to start of breakfast the bannister rails and the internal door will be sprayed with alcohol based sprays.</li> <li>• A sanitising station will be provided within the breakfast room that contains               <ul style="list-style-type: none"> <li>○ Alcohol based sanitiser</li> <li>○ Disposable paper towels</li> </ul> </li> <li>• Serving staff will ensure all guests sanitise their hands prior to taking their table.</li> </ul>	Serving staff and guests	To be implemented prior to re-opening
<b>Coronavirus infection from door handles entering breakfast room from outside rooms (1, 2, 3)</b>	Guests – Cross contamination	<ul style="list-style-type: none"> <li>• Prior to start of breakfast the outside door handles both external and internal and the internal door will be sprayed with an alcohol based spray.</li> <li>• The external door will be left slightly open such that it can be pushed open and closed without use of external or internal handles.</li> <li>• A sanitising station will be provided within the breakfast room that contains               <ul style="list-style-type: none"> <li>○ Alcohol based sanitiser</li> <li>○ Disposable paper towels</li> </ul> </li> <li>• Serving staff will ensure all guests sanitise their hands</li> </ul>	Serving staff and guests	To be implemented prior to re-opening



## SERVING GUESTS SAFELY

3.1.1 <i>What are the hazards?</i>	3.1.2 <i>Who might be harmed and how?</i>	3.1.3 <i>What are you doing to control the risks?</i>	3.1.4 <i>Who</i>	3.1.5 <i>When</i>
		prior to taking their table.		
<b>Coronavirus infection from cutlery and crockery</b>	Guests – Cross contamination	<ul style="list-style-type: none"> <li>• Cutlery and crockery will have been washed and laid out the evening before onto tables that have been sprayed with an alcohol based spray by staff wearing face coverings.</li> <li>• All cutlery required for all permutations of breakfast will already be on the guests tables.</li> <li>• The guests will have a dedicated table during their stay</li> </ul>	Staff	To be implemented prior to re-opening
<b>Coronavirus infection from condiments</b>	Guests – Cross contamination	<ul style="list-style-type: none"> <li>• Guests will have dedicated dishes of condiments on their allocated table during their stay.</li> <li>• Staff replenishing condiments will have fully sanitised their hands and will also wear coverings.</li> </ul>	Staff and guests	To be implemented prior to re-opening
<b>Coronavirus infection from serving from the buffet and/or kitchen</b>	Guests – Cross contamination	<ul style="list-style-type: none"> <li>• Guests will no longer serve themselves from the buffet – staff will do this.</li> <li>• Staff will serve guests at their table with their desired buffet choice.</li> <li>• Staff serving all food will have fully sanitised their hands and will also wear coverings.</li> <li>• All food, buffet or main cooked items will be served at full arm's length for no longer than 5 seconds.</li> <li>• Staff will sanitise their hands each and every time they enter the breakfast room even if they are not directly</li> </ul>	Staff and guests	To be implemented prior to re-opening



## SERVING GUESTS SAFELY

3.1.1 <i>What are the hazards?</i>	3.1.2 <i>Who might be harmed and how?</i>	3.1.3 <i>What are you doing to control the risks?</i>	3.1.4 <i>Who</i>	3.1.5 <i>When</i>
		<p>serving food.</p> <ul style="list-style-type: none"> <li>• Crockery and cutlery will be cleared and tables and chairs will be sanitised as soon as each table is vacated.</li> </ul>		
<b>Coronavirus infection from other guests during breakfast</b>	Guests – Cross contamination	<ul style="list-style-type: none"> <li>• Guests will no longer serve themselves from the buffet – staff will do this to avoid cross contamination</li> <li>• Customer breakfast times will be staggered to ensure that a maximum of 2 rooms will be in the Breakfast Room at the same time – this will ensure separation of 6 feet or more.</li> </ul>	staff	To be implemented prior to re-opening
<b>Coronavirus infection from door handles leaving breakfast room from outside rooms (1, 2, 3)</b>	Guests – Cross contamination	<ul style="list-style-type: none"> <li>• A sanitising station will be provided within the breakfast room that contains               <ul style="list-style-type: none"> <li>○ Alcohol based sanitiser</li> <li>○ Disposable paper towels</li> </ul> </li> <li>• Serving staff will ensure all guests sanitise their hands prior to leaving the breakfast room.</li> <li>• Staff will sanitise both breakfast entry door and internal handle of external door between each breakfast sitting</li> </ul>	staff	To be implemented prior to re-opening
<b>Coronavirus infection from landing, stairs and leaving breakfast room to</b>	Guests pick up virus from breakfast room door or bannister.	<ul style="list-style-type: none"> <li>• A sanitising station will be provided within the breakfast room that contains               <ul style="list-style-type: none"> <li>○ Alcohol based sanitiser</li> <li>○ Disposable paper towels</li> </ul> </li> <li>• Serving staff will ensure all guests sanitise their hands</li> </ul>		To be implemented prior to re-opening



## SERVING GUESTS SAFELY

3.1.1 <i>What are the hazards?</i>	3.1.2 <i>Who might be harmed and how?</i>	3.1.3 <i>What are you doing to control the risks?</i>	3.1.4 <i>Who</i>	3.1.5 <i>When</i>
<b>upstairs rooms (4, 5, 6)</b>		<p>prior to leaving the breakfast room.</p> <ul style="list-style-type: none"> <li>• Staff will sanitise both breakfast entry door and bannister between each breakfast sitting</li> </ul>		
<b>Check Out</b>				
<b>Coronavirus infection from payment cards and money.</b>	Cross contamination between guests and staff	<ul style="list-style-type: none"> <li>• Electronic payments will be encouraged either before the stay or by guests own mobile device on leaving.</li> <li>• If card is used; payment terminal will be sanitised prior and after use.</li> <li>• Cash will be discouraged.</li> </ul>	Staff and guests	To be implemented prior to re-opening
<b>Room Refresh</b>				
<b>Coronavirus infection from door handles entering outside rooms (1, 2, 3)</b>	Staff pick up virus from entry doors.	<ul style="list-style-type: none"> <li>• Staff will sanitise external door handles prior to entry.</li> <li>• Staff will sanitise door handles prior to entry into rooms.</li> <li>• Staff will wear face coverings</li> </ul>	staff	To be implemented prior to re-opening
<b>Coronavirus infection from door handles or bannister entering upstairs</b>	Staff pick up virus from entry doors or bannister	<ul style="list-style-type: none"> <li>• Staff will sanitise door handles prior to entry into rooms.</li> <li>• Staff will wear face coverings</li> </ul>	staff	To be implemented prior to re-opening



## SERVING GUESTS SAFELY

3.1.1 <i>What are the hazards?</i>	3.1.2 <i>Who might be harmed and how?</i>	3.1.3 <i>What are you doing to control the risks?</i>	3.1.4 <i>Who</i>	3.1.5 <i>When</i>
<b>rooms (4, 5, 6)</b>				
<b>Room cleaning</b>	Cross contamination between staff and guests from surfaces	<ul style="list-style-type: none"> <li>• Staff will sanitise sink taps and then wash hands</li> <li>• Staff will wear face coverings</li> <li>• Staff will not touch any walls or surfaces</li> <li>• Staff will only straighten beds, empty bins and replenish sanitiser spray.</li> </ul>	Staff	To be implemented prior to re-opening
<b>Coronavirus infection from door handles exiting outside rooms (1, 2, 3)</b>	Staff pick up virus from exit doors or entry door back into main building	<ul style="list-style-type: none"> <li>• Staff will sanitise door handles on leaving the rooms.</li> <li>• Staff will sanitise hands before use of main building entry door before use.</li> </ul>	Staff	To be implemented prior to re-opening
<b>Coronavirus infection from door handles or bannister exiting rooms upstairs rooms (4,5,6)</b>	Staff pick up virus from entry doors or bannister	<ul style="list-style-type: none"> <li>• Staff will sanitise door handles on leaving the rooms.</li> <li>• Staff will wear face coverings</li> <li>• Staff will sanitise sink taps and then wash hands</li> </ul>	Staff	To be implemented prior to re-opening





## SERVING GUESTS SAFELY

3.1.1 What are the hazards?	3.1.2 Who might be harmed and how?	3.1.3 What are you doing to control the risks?	3.1.4 Who	3.1.5 When
<b>Room Changeover (New guests)</b>				
<b>Coronavirus infection from surfaces and furnishings</b>	Cross contamination between guests and staff	<ul style="list-style-type: none"> <li>• Ideally the room will have been left unoccupied for a minimum 24 hours</li> <li>• Room Entry / Exit will follow the same control processes as defined in Room Refresh</li> <li>• Staff will sanitise sink taps and then wash hands</li> <li>• Staff will wear face coverings</li> <li>• All bed coverings will be replaced</li> <li>• All flat furniture surfaces will be sprayed with sanitiser</li> <li>• All furniture handles and cupboards will be sprayed with sanitiser</li> <li>• All cups, glasses, spoons, biscuits and sachets will be replaced.</li> <li>• Remote controls will be sanitised and placed in new protective casing.</li> <li>• All bath, shower and sink surfaces will be cleaned and sanitised.</li> <li>• Sanitiser spray will be replenished within the room</li> </ul>	Staff	To be implemented prior to re-opening



## SERVING GUESTS SAFELY

3.1.1 What are the hazards?	3.1.2 Who might be harmed and how?	3.1.3 What are you doing to control the risks?	3.1.4 Who	3.1.5 When
<b>Guest Arrival</b>				
<b>Coronavirus infection from main entry door</b>	Cross contamination between guests and staff	<ul style="list-style-type: none"> <li>The outside external door will always be kept open</li> <li>The door bells and interior entry door will have been sanitised before guests arrive</li> <li>Keys will have been sanitised prior to arrival and placed on the desk ready for guests to collect personally.</li> </ul>	Staff	To be implemented prior to re-opening
<b>Coronavirus infection from surfaces and furnishings</b>	Cross contamination between guests and staff	<ul style="list-style-type: none"> <li>Guest lounge surfaces and furniture will be sprayed with sanitiser before guest arrival</li> <li>Staff will wear face coverings and sanitise hands prior to entry into guest lounge</li> <li>Sanitisation sprays for guest use will be provided within the guest room</li> <li>Guest introduction will be conducted with a 2m gap between guests and staff.</li> <li>Guests will be given a room briefing within the guest lounge but will not be escorted to their rooms</li> <li style="color: red;">• Guests will be briefed on sanitisation stations and sanitisation procedures that they need to follow during their stay</li> <li style="color: red;">• Staff will ensure that guests sanitise their hands prior to leaving the guest lounge for their room.</li> <li>Staff will spray guest lounge surfaces and furniture once</li> </ul>	Staff and guests	To be implemented prior to re-opening



## SERVING GUESTS SAFELY

3.1.1 <i>What are the hazards?</i>	3.1.2 <i>Who might be harmed and how?</i>	3.1.3 <i>What are you doing to control the risks?</i>	3.1.4 <i>Who</i>	3.1.5 <i>When</i>
		guests have left for their room.		
<b>Coronavirus infection from door handles and furnishings</b>	Cross contamination between guests and staff	<ul style="list-style-type: none"> <li>• Door handles will have been previously sprayed</li> <li>• Staff will sanitise door handles and bannisters after guests have made their way to their room.</li> </ul>	Staff	To be implemented prior to re-opening
<b>Breakfast Room preparation for evening use or next morning breakfast</b>				
<b>Coronavirus infection from table items, surfaces and furnishings</b>	Cross contamination between guests and staff	<ul style="list-style-type: none"> <li>• Staff laying out the place settings and buffet table will have fully sanitised their hands prior to undertaking the task and will also wear face coverings</li> <li>• Cutlery and crockery will have been washed in the dishwasher prior to being laid out on the tables that have been sprayed with an alcohol based spray.</li> <li>• All cutlery required for all permutations of breakfast will be available on the guests tables.</li> <li>• Re-set buffet table for the next morning after spraying the buffet table with alcohol based spray and cover.</li> <li>• Sanitise Chairs</li> </ul>	Staff	To be implemented prior to re-opening



## SERVING GUESTS SAFELY

3.1.1 What are the hazards?	3.1.2 Who might be harmed and how?	3.1.3 What are you doing to control the risks?	3.1.4 Who	3.1.5 When
<b>End of Day actions</b>				
<b>Coronavirus infection from surfaces and furnishings</b>	Cross contamination between guests and staff	<ul style="list-style-type: none"> <li>• Where tables have been used during the evening then the process of cleaning and place setting for the next morning is repeated.</li> <li>• Check all bottles of sanitisers and paper towels replenish where appropriate.</li> <li>• Sanitise all surfaces and furnishings in lounge including door handles, light switches, doorbells and hand rail.</li> <li>• Sanitise breakfast room door, external door handles and stair bannister.</li> </ul>	Staff	To be implemented prior to re-opening
<b>Customer reports Coronavirus symptoms</b>				
<b>Coronavirus cross contamination</b>	Cross contamination between guests and staff	<ul style="list-style-type: none"> <li>• Any customer who believes they are experiencing Coronavirus symptoms must safely report this to staff.</li> <li>• Immediately leave for home (it is essential customers take this action as early as possible prior to further deterioration.</li> <li>• Impacted room quarantined for 72 hours prior to cleaning.</li> <li>•</li> </ul>		



## SERVING GUESTS SAFELY

3.1.1 What are the hazards?	3.1.2 Who might be harmed and how?	3.1.3 What are you doing to control the risks?	3.1.4 Who	3.1.5 When
<b>Staff reports Coronavirus symptoms</b>				
<b>Coronavirus cross contamination</b>	Cross contamination between guests and staff	<ul style="list-style-type: none"> <li>• If any member of staff report Coronavirus symptoms the bed and breakfast services will cease immediately ( breakfast, room services and all cleaning)</li> <li>• A notice will be placed in the Guest lounge to this effect               <ul style="list-style-type: none"> <li>○ Guests will have the choice to leave immediately and to have the remainder of their holiday refunded</li> <li>○ Guests will have the choice to stay for the remainder of their holiday, <b>room only</b> free of charge from that point on.( Customers will be advised that no further services including cleaning will be provided)</li> </ul> </li> <li>• The Guest House will be in quarantine for 14 days</li> </ul>		

More information on managing risk: [www.hse.gov.uk/simple-health-safety/risk/](http://www.hse.gov.uk/simple-health-safety/risk/)

Template published by the Health and Safety Executive 10/19

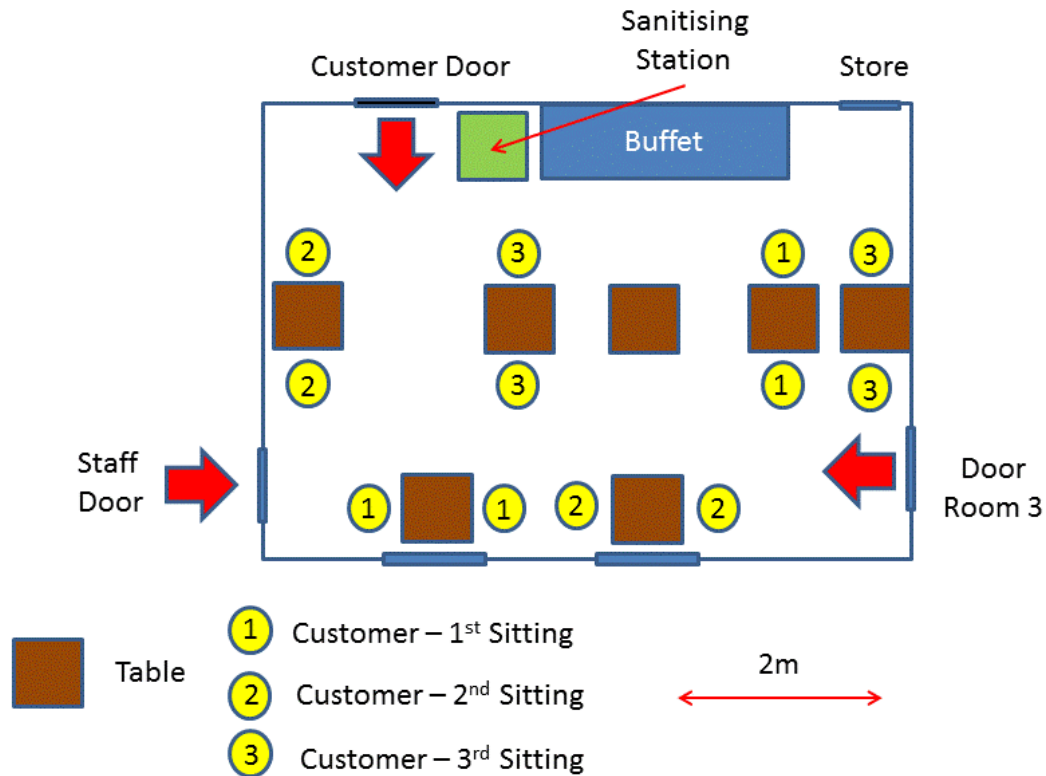


## SERVING GUESTS SAFELY

### 4 Breakfast Room Seating Plans

Although Scales Farm Country Guest House has a large breakfast room, it is necessary to have separate sittings to ensure a 2 Metre separation is maintained between guests. This will be done by having 3 sittings which will be agreed with customers every morning, ensuring only 2 rooms occupy the breakfast room for each sitting as described in the diagram below:

#### Seating Plan – 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> Sittings





## SERVING GUESTS SAFELY

---

Issue: Issue 3  
Issue Date: 6th June 2020

### Revision History

Issue	Notes
1e2	First draft prior to release of government advice
2	First issue prior to release of government advice
3	Second issue after proof reading and cross checks – Published on WebSite

Fellside Escapes LLP  
Kings Lodge  
West Kingsdown  
Sevenoaks  
TN15 6AR

© Copyright 2020 Fellside Escapes LLP. All rights reserved. No part of this work may be reproduced, stored in a retrieval system, transcribed in any form by any means, including, but not limited to electronic, mechanical, photocopying, recording or other means, without prior written permission from copyright holder.

Warning: Performing an unauthorised act in relation to copyright work may result in a claim for damages and criminal prosecution.