



SCALES FARM COUNTRY GUEST HOUSE
SERVING GUESTS SAFELY



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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 furnishings and surfaces,
 - b. Common area furnishings and surfaces,
 - c. Keys, switches, door bells, card payments, remote controls etc.
2. Use of a ULV Fogger as additional protection for bedrooms and common areas
3. Sanitising stations provided in all common areas.
4. Breakfast times will be spaced to ensure social distancing.
5. Both Buffet and Main breakfast will be table service
6. Guests will be allocated their own table for their complete stay.



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In addition, guests may if they wish not have their rooms 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.



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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 & 30th June

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
Breakfast				
Coronavirus infection via breakfast food preparation	Guests & staff – Cross contamination	<ul style="list-style-type: none"> All staff fully wash hands prior to entry to kitchens All staff will wear face coverings during food preparation All Kitchen surfaces, cooker, fridge, microwave and cupboard handles are sprayed with alcohol and anti-bacterial sprays. All staff wash hands again prior to food handling and dry hands using disposable tissues (this happens multiple times during food preparation) All utensils and crockery used will have been cleaned in the dishwasher prior to use. 	Staff	From 4 July 2020
Coronavirus infection from breakfast room buffet	Guests & staff – Cross contamination	<ul style="list-style-type: none"> Buffet will no longer be laid out in the breakfast room but will be served directly to the guests table. All staff fully wash hands prior to entry to kitchens All staff will wear face coverings while preparing buffet. 	Staff	From 4 July 2020



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preparation		<ul style="list-style-type: none"> All Kitchen surfaces, fridge and cupboard handles are sprayed with alcohol sprays. All utensils and crockery used will have been cleaned in the commercial dishwasher prior to use. 		
Coronavirus infection from landing, stairs and entering breakfast room from upstairs rooms (4, 5, 6)	Guests – Cross contamination	<ul style="list-style-type: none"> Prior to start of breakfast the bannister rails and the breakfast room internal door handles will be sprayed with an alcohol based spray. This will be repeated for each breakfast sitting. 	Serving staff	From 4 July 2020
Coronavirus infection from door handles entering breakfast room from outside rooms (1, 2, 3)	Guests – Cross contamination	<ul style="list-style-type: none"> Prior to start of breakfast the outside door handles both external and internal and the internal breakfast room door will be sprayed with alcohol based sprays. The external door will be left slightly open such that it can be pushed open and closed without use of external or internal handles. The above actions will be repeated for each breakfast sitting. 	Serving staff	From 4 July 2020
Coronavirus infection from cutlery and	Guests – Cross contamination	<ul style="list-style-type: none"> All guest tables will have a sanitiser. Staff will instruct guests to sanitise their hands prior to delivery of cutlery and crockery. 	Staff & Guests	From 4 July 2020



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crockery		<ul style="list-style-type: none"> Cutlery and crockery will have been washed by a commercial dishwasher and will be delivered only once guests are at their table. The guests will have a dedicated table during their stay 		
Coronavirus infection from condiments	Guests – Cross contamination	<ul style="list-style-type: none"> Guests will have dedicated dishes of condiments on their allocated table during their stay. Staff replenishing condiments will have fully sanitised their hands and will also wear face coverings. Condiments will be cleared away each day and stored in staff only areas. 	Staff	From 4 July 2020
Coronavirus infection from serving from the buffet and/or kitchen	Guests – Cross contamination	<ul style="list-style-type: none"> Guests will no longer serve themselves from the buffet – staff will do this. Staff will serve guests at their table with their desired buffet choice. Staff serving all food will have fully sanitised their hands and will also wear coverings. All food, buffet or main cooked items will be served at full arm's length for no longer than 5 seconds. Staff will sanitise their hands each and every time they enter the breakfast room even if they are not directly serving food utilising a staff only sanitising station provided within the breakfast room that contains alcohol 	Staff and guests	From 4 July 2020



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		<p>based sanitiser</p> <ul style="list-style-type: none"> • Crockery and cutlery will be cleared and tables and chairs will be sanitised as soon as each table is vacated. 		
Coronavirus infection from other guests during breakfast	Guests – Cross contamination	<ul style="list-style-type: none"> • Guests will no longer serve themselves from the buffet – staff will do this to avoid cross contamination • Guest 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. 	Staff	From 4 July 2020
Coronavirus infection from door handles leaving breakfast room from outside rooms (1, 2, 3)	Guests – Cross contamination	<ul style="list-style-type: none"> • Serving staff will ensure all guests sanitise their hands prior to leaving the breakfast room. • Staff will sanitise both breakfast entry door and internal handle of external door between each breakfast sitting 	Staff & Guests	From 4 July 2020
Coronavirus infection from landing, stairs and leaving breakfast room to upstairs rooms (4, 5, 6)	Guests pick up virus from breakfast room door or bannister.	<ul style="list-style-type: none"> • Serving staff will ensure all guests sanitise their hands prior to leaving the breakfast room. • Staff will sanitise both breakfast entry door and bannister between each breakfast sitting 	Staff & Guests	From 4 July 2020



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Breakfast in Room				
Coronavirus infection from door handles leaving breakfast room for outside rooms (1, 2)	Staff & Guests – Cross contamination	<ul style="list-style-type: none"> Staff will have sanitised hands prior to preparing breakfast tray. Staff will sanitise both breakfast entry door and internal handle of external door between each breakfast sitting 	Staff	From 4 July 2020
Coronavirus infection by delivery of breakfast to outside rooms (1, 2, 3)	Staff & Guests – Cross contamination	<ul style="list-style-type: none"> Staff will knock at Room and await guest to open door. Guest will step back from door after opening Staff will place tray in “airlock” and step back Guest picks up tray and closes door Tray is retrieved later during room refresh 	Staff & Guests	From 4 July 2020
Coronavirus infection from landing, stairs and leaving breakfast room to upstairs rooms (4, 5, 6)	Staff pick up virus from breakfast room door or bannister.	<ul style="list-style-type: none"> Staff will sanitise both breakfast entry door and bannister between each breakfast sitting 	Staff	From 4 July 2020
Coronavirus	Staff & Guests –	<ul style="list-style-type: none"> Staff will place breakfast tray on floor outside room door 	Staff &	From 4 July



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infection by delivery of breakfast to inside rooms (4,5,6)	Cross contamination	<ul style="list-style-type: none"> • Staff will knock at Room and await guest to open door. • Guest will take tray and close door • Tray is retrieved later during room refresh 	Guests	2020
Check Out				
Coronavirus infection from payment cards and money.	Cross contamination between guests and staff	<ul style="list-style-type: none"> • Electronic payments will be encouraged either before the stay or by guests own mobile device on leaving. • If card is used; payment terminal will be sanitised prior to and after use. • Cash will be discouraged. • Checkout will be staggered and staff will ensure social distancing within the guest lounge. 	Staff and guests	From 4 July 2020
Room Refresh				
Coronavirus infection from door handles entering outside rooms (1, 2, 3)	Staff pick up virus from entry doors.	<ul style="list-style-type: none"> • Staff will sanitise external door handles prior to entry. • Staff will sanitise door handles prior to entry into rooms. • Staff will wear face coverings 	staff	From 4 July 2020
Coronavirus	Staff pick up	<ul style="list-style-type: none"> • Staff will sanitise door handles prior to entry into rooms. 	staff	From 4 July



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infection from door handles or bannister entering upstairs rooms (4, 5, 6)	virus from entry doors or bannister	<ul style="list-style-type: none"> Staff will wear face coverings 		2020
Room refresh	Cross contamination between staff and guests from surfaces	<ul style="list-style-type: none"> Staff will wear face coverings Staff will not touch any walls or surfaces Staff will only straighten beds, empty bins, remove breakfast tray and replenish sanitiser spray. 	Staff	From 4 July 2020
Coronavirus infection from door handles exiting outside rooms (1, 2, 3)	Staff pick up virus from exit doors or entry door back into main building	<ul style="list-style-type: none"> Staff will sanitise door handles on leaving the rooms. Staff will sanitise hands before use of main building entry door and breakfast room door before use. 	Staff	From 4 July 2020
Coronavirus infection from door handles or bannister exiting rooms upstairs rooms (4,5,6)	Staff pick up virus from entry doors or bannister	<ul style="list-style-type: none"> Staff will sanitise door handles on leaving the rooms. Staff will sanitise hands before use of breakfast room door. 	Staff	From 4 July 2020



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Room Changeover (New guests)				
Coronavirus infection from surfaces and furnishings	Cross contamination between guests and staff	<ul style="list-style-type: none"> Room Entry / Exit will follow the same control processes as defined in Room Refresh All bed coverings will be removed All cups, glasses, spoons, biscuits and sachets will be removed. All bath, shower and sink surfaces will be cleaned. The room and bathroom will then be fully sanitised using an anti-viral ULV fogger and left for a minimum of 3 hours. The bed will then be made and the room replenished with towels, soap, cups, glasses, spoons, biscuits and sachets. 	Staff	From 4 July 2020
Guest Arrival				
Coronavirus infection from main entry door	Cross contamination between guests and staff	<ul style="list-style-type: none"> The outside external door will always be kept open The door bells and interior entry door will have been sanitised before guests arrive Keys will have been sanitised prior to arrival and placed on the desk ready for guests to collect personally. Every adult guest will be required to complete a registration form. 	Staff & Guests	From 4 July 2020



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Coronavirus infection from surfaces and furnishings	Cross contamination between guests and staff	<ul style="list-style-type: none"> • Guest lounge surfaces and furniture will be sprayed with sanitiser before guest arrival • Staff will wear face coverings and sanitise hands prior to entry into guest lounge • Sanitisation sprays for guest use will be provided within the guest room • Guest introduction will be conducted with a 2m gap between guests and staff. • Guests will be given a room briefing within the guest lounge but will not be escorted to their rooms • Guests will be briefed on sanitisation stations and sanitisation procedures that they need to follow during their stay • Staff will ensure that guests sanitise their hands prior to leaving the guest lounge for their room. • Staff will sanitise guest lounge surfaces and furniture once guests have left for their room. 	Staff and guests	From 4 July 2020
Coronavirus infection from door handles and furnishings	Cross contamination between guests and staff	<ul style="list-style-type: none"> • Door handles will have been previously sprayed • Staff will sanitise door handles and banisters after guests have made their way to their room. 	Staff	From 4 July 2020
Social distancing	Cross	<ul style="list-style-type: none"> • Guest arrival will be staggered as far as possible. 	Staff	From 4 July



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during arrival	contamination between guests and staff	<ul style="list-style-type: none"> Staff will ensure social distancing by controlling access to the guest room during arrival. 		2020
Breakfast Room preparation for evening use or next morning breakfast				
Coronavirus infection from table items, surfaces and furnishings	Cross contamination between guests and staff	<ul style="list-style-type: none"> Guests wishing to use the Breakfast room or their own room for evening takeaway meals will have requested this in advance. Staff will layout required tray, cutlery and crockery on guests dedicated table and cover. Once used Cutlery and crockery will be left on the guests table for later clearing. Guests eating takeaways within their rooms will be required to return their tray, cutlery and crockery to their dedicated table within the breakfast room for later clearing. 	Staff	From 4 July 2020



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End of Day actions				
Coronavirus infection from surfaces and furnishings	Cross contamination between guests and staff	<p>Breakfast Room</p> <ul style="list-style-type: none"> • Staff conducting end of day actions will have washed hands and be wearing face coverings. • Where tables have been used during the evening then the tables will be cleared and sanitised. • All unused tables will also be sanitised • Chairs seats and backs will be sanitised. • Check all bottles of sanitisers and replenish where appropriate. • Sanitise breakfast room door, external door handles and stair bannister. <p>Guest Lounge</p> <ul style="list-style-type: none"> • Sanitise all surfaces and furnishings in lounge including door handles, light switches, doorbells and hand rail. • Guest Lounge will be additionally sanitised with a ULV Fogger if the room is not in use. 	Staff	From 4 July 2020



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Guest reports Coronavirus symptoms				
Coronavirus cross contamination	Cross contamination between guests and staff	<ul style="list-style-type: none"> Any guest who believes they are experiencing Coronavirus symptoms must safely report this to staff. Immediately leave for home (it is essential guests take this action as early as possible prior to further deterioration). Impacted room quarantined for 72 hours prior to cleaning. 		
Staff reports Coronavirus symptoms				
Coronavirus cross contamination	Cross contamination between guests and staff	<ul style="list-style-type: none"> If any member of staff report Coronavirus symptoms the bed and breakfast services will cease immediately (breakfast, room services and all cleaning) A notice will be placed in the Guest lounge to this effect. Guests will have the choice to either: <ul style="list-style-type: none"> leave immediately and to have the remainder of their holiday costs refunded 		



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		<p>or</p> <ul style="list-style-type: none"> ○ Stay for the remainder of their holiday, room only free of charge from that point on.(Guests will be advised that no further services including cleaning will be provided) ● The Guest House will be in quarantine for 14 days 		

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/

Template published by the Health and Safety Executive 10/19

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 guests every morning, ensuring only 2 rooms occupy the breakfast room for each sitting as described in the diagram below:



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Seating Plan – 1st, 2nd, 3rd Sitzings





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Issue: Issue 4
Issue Date: 30th 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
4	Third issue to include use of ULV Fogger – Publish on website
5	Fourth issue updated in line with government and industry advice for 4th July opening – Publish on website

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