

## Risk assessment for Clachaig Inn (inc Clachaig Holidays)

Company name: Clachaig Inn Ltd

Assessment carried out by: William Stewart

Date of next review: 24/10/2020

Date assessment was carried out: 09/10/2020

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Traveling to and from work.	All Staff	<p>Asking staff to follow all Scottish government guide lines. They must wear a mask on public transport and sanitise their hands before and after travelling. This also applies to travelling in staff van. Middle back seat in staff van must be left clear. Driver of staff van must sterilise all touch surfaces after each use.</p> <p>Asking staff where possible to make their own way into work, to consider walking or cycling. To minimise amount of time spent in close contact when using the staff vans.</p> <p>Staff must not travel in their uniform on public transport.</p>	Make sure hand sanitiser and additional masks are kept in vans at all times.	All members of staff.	15/07/2020	15/07/2020

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		When arriving at work all staff must sanitise their hands before entering the building.				
<b>Residents queuing to check in. While people are entering Lounge Bar.</b>	Residents and customers.	Streamline check in times, move customers away from the desk quickly.  Engage in conversation away from the front desk.  Asking customers to leave baggage in car until checked in.  A PDF will be sent to all customers with check in and dining instructions.		Management and reception staff.	15/07/2020	15/07/2020
<b>Bedrooms and Self Catering Properties.</b>	Staff and Residents	In hotel bedrooms and self-catering properties, housekeeping have a check list of high risk surfaces that must be sanitised after normal cleaning has been finished.  Only one household to stay per room/self catering property.	Continued staff training.  Continue to ask customers how many households are	Management and supervisors.  Management and Reception Staff	15/07/2020  25/09/2020	15/07/2020  25/09/2020

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			in their booking and continue to check with guests already booked.			
<b>Groups of Customers</b>	Staff and customers	As per government guidelines maximum of 6 people from 2 households inside or outside. Children under the age of 12 do not count and families bigger than 6 from one household are exempt.	Continue to ask how many households customers are from.	All Staff	14/09/2020	11/09/2020
<b>Ordering by customer</b>	Service staff and customers being within 2m of other people.	No Table No Service.  All tables set to 2m distance where possible but to an absolute minimum of 1m apart as per current guidelines in some limited circumstances.  Staff to wear mask when serving customer. Hand sanitiser and surface sanitiser kept beside till.  <u>For Outside Ordering Only.</u>	Make sure customers wear a mask at all times inside unless sat at a table.  Staff reminded to keep 2m distance wherever possible, if it is	Manager and Staff	15/07/2020	15/07/2020

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		<ul style="list-style-type: none"> <li>• Customers to keep a 2m distance while queuing, empty casks with signs set out at 2m distance for customers to queue at.</li> <li>• Customers must apply hand sanitiser before joining the queue.</li> <li>• Customers to follow signage and staff instruction for queuing.</li> <li>• Only one person per table allowed to order at one time to reduce number of customers queuing. Customers cannot move tables around as tables are set for social distancing.</li> <li>• When busy customer to be given buzzer to collect drinks from a collection point so they are not waiting around the order point for their drinks, this will help keep the que moving quickly as well. Buzzer to</li> </ul>	<p>not possible to keep time within 2m to a minimum.</p> <p>Remind customers to keep 2m distance where possible, to sanitise their hands before entering the queue to be served, explaining how the ordering system will work and not to move tables around even if they are a larger group that have arrived together.</p>			

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		<p>be sanitised on return.</p> <ul style="list-style-type: none"> <li>• Customers asked to wear a mask when ordering outside.</li> <li>• Screens have been installed at outside till.</li> <li>• From Friday 9<sup>th</sup> October until Sunday 25<sup>th</sup> October, alcohol can only be served outside, last orders will be 9.30pm. Takeaway food also available.</li> <li>• Two marquees have been put up to offer sheltered seating but only have 50% of their walls on during service as per Highland council guidelines.</li> </ul> <p><u>Ordering in bar/restaurant areas.</u></p> <ul style="list-style-type: none"> <li>• Separate entrance and exit doors.</li> </ul>			<p>09/10/2020</p> <p>09/10/2020</p>	<p>09/10/2020</p> <p>09/10/2020</p>

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		<ul style="list-style-type: none"> <li>Customers advised by signage and verbally not approach the bars unless they simply wish to order another drink.</li> <li>Only one person at a time at the bar.</li> <li>All food orders to be taken at the table.</li> <li>All customers entering the building asked to wear a mask at all times unless sat at a table. This is mandatory from 14/09/2020</li> <li>Customers must queue outside at designated areas marked at 2m apart.</li> <li>From Friday 9<sup>th</sup> October until Sunday 25<sup>th</sup> October, no alcohol inside and residents only inside after 6pm.</li> </ul> <p><u>Room Service</u></p> <p>Residents have the option to order food to their rooms through reception.</p>	<p>Make sure all non residents have left inside areas by 6pm</p> <p>Staff to continue to remind customers when they arrive about the 10pm closure.</p>		<p>09/10/2020</p> <p>25/09/2020</p>	<p>09/10/2020</p> <p>25/09/2020</p>

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		<p><u>Closing by 10pm</u></p> <p>Last orders at 9.00pm for all food and 9.30pm for drinks to let all customers have enough time to finish their meal/drink and be out the door by 10.00pm.</p>				
<p><b>Transfer of virus, high contact areas such as tables, doors, pdq machines.</b></p>	<p>Service staff and customers.</p> <p>Potential for virus to be left on a surface.</p>	<p>Hand sanitiser and surface sanitiser are provided.</p> <p>Customers asked not to change seats without asking a member of staff first so tables can be sanitised.</p>	<p>Remind staff and customers to regularly wash their hands.</p> <p>Use of contactless payment by card encouraged where possible.</p> <p>Staff to wipe pdq machine after each use if customer needs</p>	<p>Manager and Staff</p>	<p>15/07/2020</p>	<p>15/07/2020</p>

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			to enter pin number.  Staff to regularly sanitise high contact areas.			
<b>Collecting plates and glassware etc from tables.</b>	Service staff and customers.  Being with 2m of other people.	As staff numbers are limited, ask customers to return glasses etc to a drop off point if coming back to order when sitting outside.  Hand sanitiser stations have been installed at plate and glass drop off areas.	Remind staff to ask customers to do this and have signage up to remind customers.	Manager and Staff	15/07/2020	15/07/2020
<b>Toilets</b>	Staff and customers.  Being within 2m of other people.  High contact areas.	Operate a one in one out system where possible. Have signage up asking customer's to be patient and if they enter the bathroom and someone else is using it to wait outside at a safe distance (do not crowd toilet door area) or at their table until that person is done.  If outside customers must sanitise their hands and asked to wear a mask before entering the	Remind staff that they must enforce the one in one out policy and for staff member to remind customers to sanitise their	Manager and Staff	15/07/2020	15/07/2020



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		<p>building to use the toilets. Hand sanitiser is provided for customers.</p> <p>Staff to hourly sanitise high contact areas.</p> <p>Men's toilets. Lounge toilet has one urinal taped off and the Boots Bar has most of urinal taped off.</p>	<p>hands before entering the building.</p>			
<p><b>Excessive hand washing</b></p>	<p>Staff as excessive hand washing can damage the skin.</p>	<p>Due to Coronavirus regular hand washing is necessary.</p> <p>Using alcohol based sanitiser is far less likely to cause skin irritation than soap as stated in WHO guidelines.  <a href="https://www.ncbi.nlm.nih.gov/books/NBK144008/">https://www.ncbi.nlm.nih.gov/books/NBK144008/</a></p>	<p>Staff reminded that if they suffer from any skin conditions it would be better for them to sanitise rather than wash hands.</p> <p>Staff to report any dryness, irritation, itching, and even cracking and</p>	<p>Manager and Staff</p>	<p>06/07/2020</p>	<p>15/07/2020</p>

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			bleeding immediately to management.			
<b>Cleaning tables, washing glasses, plates etc.</b>	Staff and future customers as virus may be left on table.	Wipe down tables with surface sanitiser once customers have left the table.  All glassware to be put through glass washer to sanitise them.  All crockery and cutlery to be put through dish washer to sanitise them.  Staff to sanitise/wash hands after clearing glasses/table.	Continued staff training. Remind staff that tables must be wiped once a customer has left and before another customer sits at a table and to wash hands after doing so.	Manager and Staff	15/07/2020	15/07/2020
<b>Children's Play Area</b>	Customers	Safety check has been completed and we will continue to do so weekly.  Current government guidelines are such that children of 12 years and under do not need to social distance.	Monitor use of playground	Manager and Staff	15/07//2020	15/07/2020

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		<p>Only children 12 years and under are allowed on the playpark equipment.</p> <p>Children must be supervised by an adult.</p> <p>There are signs stating age restrictions and that supervision is the responsibility of the adult.</p> <p>There is hand sanitiser and both entrances/exits with signs asking people to use it.</p>				
<p><b>Cleaning Rooms/Chalets</b></p>	<p>Staff and Residents</p>	<p>Rooms where guests are not checking out will only be serviced at the request of the guest to reduce any potential transfer of the virus between customers and staff. A sign will be in the room explaining this to guests.</p> <p>On top of our regular cleaning schedule staff will have a checklist of high touch areas that need sterilised after the room has been cleaned.</p> <p>Only one member of staff per room and a maximum of two staff per property cleaning their allocated rooms.</p>	<p>Continued staff training.</p>	<p>Management</p>	<p>15/07/2020</p>	<p>15/07/2020</p>

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<b>Catering</b>	Staff	<p>Kitchen has been deep cleaned before reopening along with all crockery and cutlery.</p> <p>Only chefs allowed to enter kitchen area.</p> <p>Contact between staff will be minimised by the use of independent teams operating where possible.</p> <p>Sanitisers have been placed alongside hand washing areas.</p>	Continued staff training.	Management	15/07/2020	15/07/2020
<b>Customers with symptoms entering the building.</b>	Staff and other customers.	We have signs up asking that if customers have any symptoms of Coronavirus or feel unwell in any way that they do not enter the premises and they will be asked to leave if showing any symptoms.	Continued staff training on what to look for.	Management and Staff	15/07/2020	15/07/2020
<b>Guests developing symptoms during a stay</b>	Staff and other customers.	<p>Guests developing symptoms of the virus should immediately book a test through NHS Inform online or by phone 0800 028 2816.</p> <p>In accordance with Test &amp; Protect, guests with</p>	Continued staff training on what to look for.	Management	15/07/2020	15/07/2020

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		<p>symptoms should isolate for 7 days, and everyone in their 'household for 14 days.</p> <p>Guests who can travel home safely, avoiding public transport, should do so.</p> <p>In the event that this is not possible, the guest should contact the NHS Test &amp; Protect team. They may be directed to the National Assistance helpline on 0800 111 4000 if they need to isolate and cannot arrange this themselves or through family and friends.</p> <p>If possible, the room will be left untouched for 72 hours. If the hotel is fully booked and this is not possible, we will first try to move guests into a self catering property. If this is not possible every surface in the room will be fully sanitised with staff wearing appropriate PPE.</p>				
<p><b>Staff contracting the virus.</b></p>	<p>Other members of staff and</p>	<p>Staff developing symptoms of the virus should immediately book a test through NHS Inform online or by phone 0800 028 2816.</p>	<p>Continued staff training on what to look for.</p>	<p>Management</p>	<p>15/07/2020</p>	<p>15/07/2020</p>

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	their household.	<p>In accordance with Test &amp; Protect, staff with symptoms should isolate for 7 days, and everyone in their 'household for 14 days.</p> <p>Staff will need to complete a fit to return to work form upon finishing their quarantine.</p> <p>Staff are asked to make a declaration of being symptom free at the start of the first shift on each day.</p>				

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