

Moor Hall Restaurant Ltd

Moor Hall, Prescott Road, Aughton, Ormskirk, L39 6RT

Location: Moor Hall Restaurant and The Barn

Title : Covid-19	Date of Assessment : 27/05/2020	Risk Assessor : Adam Wilkinson
Risk Assessment Reference : Covid-19	People involved in making this assessment : Adam Wilkinson, Mark Birchall	
Task/ Process : Risk assesment	People at Risk : Employees, Contractors, Members of the Public, Residents, Volunteers, New and Expectant Mothers, Children & Young Persons	

Hazard : Uninformed staff Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.
Control Measures:
1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance
2. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place
3. NHS and Public Health warning posters displayed throughout the premises
4. Substantial online training will be completed by each member of staff before returning to work
5. All staff and guests will be temperature checked upon arrival
6. Staff testing will be completed when and if possible

Hazard : Passenger lifts The enclosed space within the lift creates a risk of potential contamination through coughing and sneezing and contact with internal surfaces and controls.
Control Measures:
1. Our lift is subject to an increased level of regular routine cleaning and sanitising by cleaning staff who have been fully briefed and instructed by their own managers
2. Staff are instructed to use the staircase to get to the floor on which they work and will not use the lift
3. If staff need to assist a guest using the lift they are instructed to avoid using a fingertip to press buttons; instead to use the back of the knuckle to select the appropriate floor and to wash hands as soon as soon as possible after using a lift

Hazard : Food & Drink Preparation Areas Potential risk or transfer of virus through cross contamination
Control Measures:
1. Staff instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared
2. Ensure that when spills of food or liquids occur they are cleaned straight away and work surfaces are left in a clean and sanitised condition
3. Use their own drinking mugs and glasses to prevent cross contamination

4. Keep their hands out of and not to touch food and waste bins or receptacles as they may contain contaminated products, food or tissues
5. Wash their hands thoroughly before using these facilities
6. Any equipment used should be left in a clean condition and wiped out after use
7. To wash company provided fruit before consumption
8. To thoroughly wash crockery and cutlery after each use to put them away
9. Clean tea towels are provided on a daily basis to ensure ongoing hygiene. Single use paper tissues are also provided
10. A dishwasher is available and will be used to thoroughly clean crockery and cutlery
11. A strict hourly cleaning schedule including disinfecting all food preparation surfaces and contact surfaces
12. Ensuring our employees are working at a safe distance from each other, following the distancing guidelines set in place by the government

Hazard : Communal facilities, entrance, toilets, stairs. etc Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by Coronavirus and create a risk to health.

Control Measures:

1. All team cleaning frequency has been increased. Toilets and communal areas, along with workspaces, are cleaned more frequently than before and the cleaning routine is to a higher specification
2. Supplies of soap and sanitising agents provided and regularly topped-up at all hand washing stations. NHS and Public Health hand washing advice posters displayed
3. Staff instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds
4. Staff made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc) and objects which are visibly contaminated with bodily fluids must not be touched, but reported to a manager
5. Staff instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens
6. Initially we will not provide a cloakroom service. However, when necessary, staff are required to ensure that coats, scarfs and other outdoor items are stored separately within coat cupboards avoiding contact with other people's personal items

Hazard : Waste Ill-health as a result of the transfer of Coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).

Control Measures:

1. Waste bins are provided at employee desk areas and within kitchen areas
2. Staff instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues
3. Staff instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home
4. All waste bins and receptacles are carefully and safely emptied daily by the contracted cleaning staff
5. Staff are required to have consideration for cleaning staff with regards to discarded tissues, food, etc. to prevent cleaning staff being accidentally contaminated

Hazard : Smoking shelters Inhalation of second hand tobacco smoke and or vapours from e-cigarettes may result in adverse Coronavirus health effects.

Control Measures:

1. Smoking tobacco or e-cigarettes is confined to a dedicated external smoking shelter
2. Staff advised to avoid inhaling second hand tobacco smoke and vapour emitted from cigarettes and e-cigarettes from other persons. Although there is no evidence of transmission this is a precautionary measure
3. Routine cleaning of smoking areas including sanitising has been put in place, including chairs, tables and ash tray
4. No staff smoking facility will be provided to eliminate risk of contamination between employees

Hazard : Meeting room Potential risk or transfer of virus on account of close contact with other persons.

Control Measures:

1. Staff instructed that meetings in enclosed spaces such as our Private Dining Room, should only be undertaken when absolutely essential for business needs and kept as short as possible
2. Staff using our Private Dining Room for meetings, are instructed to follow Government advice and maintain the appropriate separation distance
3. Staff instructed that the same distance separation rule must be applied to any meetings with clients or visitors
4. Staff told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc; and to give a polite explanation of this policy if required
5. Capacity of the meeting room for guests will be reduced according to government guidelines

Hazard : Workstations, IT and telephony equipment Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.

Control Measures:

1. Staff are instructed to ensure that their workstations, IT and telephony equipment, such as keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners that do not damage equipment are provided
2. Staff instructed that they should not use each others IT equipment, to prevent accidental cross contamination
3. Telephone equipment is deep cleaned at the end of each working day by the contracted cleaning staff
4. Staff instructed not to share phones, head sets and personal mobile phones with others to prevent accidental cross contamination

Hazard : Close contact Staff working on the premises and guests visiting, may be at risk of exposure to other members of staff or visitors who are carrying Coronavirus, knowingly or unknowingly.

Control Measures:

1. Staff instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the government guidance with regards to distance separation
2. Physical contact, such as handshakes, hugs, pat on the back, etc. is to be avoided

3. Staff are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided

4. Capacity of both Restaurants and the Private Dining Room for guests will be reduced according to government guidelines

5. We will extend the length of service and limit the number of arrivals at any one time

6. We will limit the maximum capacity of a single table to 4 covers in the Restaurants or 6 covers in The Private Dining Room

7. No open bar/lounge space in the afternoon for residents to prevent crowding

8. Booking times taken for breakfast service to ensure spacing is correct

9. Using layout changes with floor markings and guidance barriers to ensure social distancing is maintained

10. We will limit the capacity of the toilet facilities to one guest at a time. Each toilet will be lockable from the inside to ensure this is maintained

11. Outdoor dining will be offered where possible and distancing rules will be followed with regards to spacing of tables

Hazard : Vulnerable employees Vulnerable employees with existing health conditions are at a higher risk of contracting Covid-19, which may have a significant increased adverse affect on their health and wellbeing.

Control Measures:

1. In accordance with Government policy staff who are in the vulnerable and high risk categories are not allowed on the premises. They are either working from home or are furloughed

2. Staff with family members in high risk categories have been instructed to inform their management team. Decisions on home working or furlough in accordance with Government policy are taken on a case by case basis

3. Staff are interviewed by telephone, before commencing work, to establish whether they are vulnerable or at a high risk or whether they are living with someone who is in that same category

4. We will identify any staff that may come into close contact with Health workers to establish if it is safe for them to return to work

Hazard : Cleaning and hygiene Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross contamination from surfaces contaminated with the Coronavirus.

Control Measures:

1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, passenger lifts, building equipment buttons, switches, etc). Cleaning staff have been increased in line with the increased cleaning regimes

2. Suitable disinfectant cleaning products are used by the contracted cleaning staff

3. A colour-coded cleaning system is used by cleaning staff, to prevent cross contamination of surfaces

4. Sufficient hot water, liquid soap, disposable towels and hand sanitiser dispensers are provided throughout the building

5. Staff are required to report anything contaminated or spilt that requires cleaning

6. Check in time for guest bedrooms will be moved later to 5pm to ensure a more thorough clean of the bedrooms is possible

Hazard : Personal hygiene Poor personal hygiene standards pose a risk of passing or contracting the infection.

Control Measures:

1. The importance of good personal hygiene has been explained to all staff. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean
2. Staff instructed to clean their hands frequently, using alcohol-based hand sanitisers or to wash their hands with soap and water for at least 20 seconds. Soap and gels are provided
3. Staff instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container
4. Staff instructed that disposable tissues, should be used when coughing and or sneezing. Used tissues to be bagged and put into a bin or pocketed and taken home for safe disposal
5. Staff instructed to clean there uniforms regularly and at a temperature above 60 degrees or a laundry sanitising agent used if the fabrics cant be washed at such a temperature
6. Upon arriving on site, all staff must keep personal belongings in the changing room lockers to avoid bringing the virus into the premises through cross contamination

Hazard : Deliveries Delivery drivers pose a risk of bringing the virus on their person or on the product that they are delivering, therefore there is a risk of transmitting the virus through contact.

Control Measures:

1. We will set up a station externally to accept deliveries, therefore eliminating the need for drivers to enter the building
2. Additional signage will be added into the grounds to make it especially clear as to where deliveries need to be taken, eliminating the risk of a driver entering through the wrong entrance
3. We will request deliveries from our suppliers to be delivered within a certain time frame on a specific day, to allow us to control the situation and ensure a nominated team member is available to meet them at the external station
4. All deliveries will be wiped down and sanitised at the external station, before being moved into the building
5. Distancing from drivers will be maintained in line with current government guidance

Hazard : Staff contact with guests Our staff would usually make multiple visits to our guests with regards to service of food and drink. To protect both our staff and our guests, we will reduce this contact and limit the number of visits to a guest as much as possible to reduce the risk of contracting the virus.

Control Measures:

1. The employees will limit the contact with guests as much as possible
2. We will ensure that any food, drink or wine menus are easy to wipe and sanitise or that they are single use or disposable
3. Employees will follow strict hygiene rules and ensure that they are washing their hands following contact with guests
4. When taking payments, we will encourage guests to pay by contactless using smartphones with Apple Pay, Google Pay or Samsung Pay. We will no longer take cash payments. If the chip and pin machine is used, it will be disinfected between each guest, staff will wash their hands prior to use
5. Employees will wear masks or face guards and gloves when necessary, ensuring to follow strict health guidelines identified by the Government
6. Capacity of the Private Dining Room and both Restaurants have been reduced according to Government guidelines

Hazard : Infection If it is discovered that a member of staff or a guest is infected whilst on the premises, there is a high risk of transmission of the virus and contamination of the environment.

Control Measures:

1. All of the staff training, policies and procedures in place will reduce the risk of this happening
2. If an infection does occur on site the person infected must be immediately sent home and instructed to follow Government "stay at home" guidance. If it is a guest staying or dining, then their entire party would need to leave immediately
3. If it is an emergency and this person has breathing difficulties and their life is at risk then the emergency services must be called using 999
4. Using the correct PPE, all surfaces and touch points that this person has contacted must be immediately cleaned and disinfected. Hands must be washed thoroughly following the cleaning procedure
5. Where a residential guest is unable to check out, they must remain in their room until assistance arrives. A telephone is available in the room if the guest should require food, drink, or help while waiting. No housekeeping services will be offered while the guest is present
6. If the fire alarm sounds, normal evacuation procedures will be followed, and the guest would be isolated from other guests at the fire assembly point
7. When a case is confirmed or suspected, following the departure of the guest or staff member, the specific government guidance will be followed which details how to deal with cleaning thoroughly and safely

Documents Associated with this Risk Assessment:

Review Date : 27/05/2021

Reviewer : Adam Wilkinson