

Brixham House

Bed and Breakfast.

Monday 29th June 2020

Brixham House - COVID-19 Policy and Risk Assessment

This COVID-19 policy and risk assessment document has been produced following government guidance for the protection and safety of staff and guests whilst residing or staying at Brixham House. The procedures and information within this document has been produced in line with current UK Government guidelines for COVID-19. More information on COVID-19 can be found on the official government website www.gov.uk/coronavirus

All procedures and information detailed within this policy and risk assessment will be implemented with immediate effect as of 13thst July 2020. The procedures and content of this policy and risk assessment may change in future alongside any future UK Government guideline amendments or updates.

Social Distancing

The social distancing measures set out below must be practiced at all times. The below measures are in place for the safety, protection and welfare of all guests and staff.

1. Reception Area / Stairs& Hallways

1.1 Only one guest permitted in the reception area at one time.

1.2 Guests are advised and requested to stay in their own room or return to their own room if stairs or hallways are in use by another guest. Once the other guest has vacated the area then you should then proceed to use the stairs or hallway when clear.

2. Outside Areas - Car Park

2.1 Guests are required to socially distance and respect other guests when arriving/ leaving in their vehicles.

3. Breakfast Room

3.1 Tables will be socially distanced in the Breakfast room, guests will remain seated throughout the service.

3.2 Pre ordered breakfasts as normal, timings spread over 1.1/2 hours.

Guest Procedures

The guest procedures below will be implemented on opening for the safety, protection of everyone.

1. Pre Guest Arrival

1.1 All guests with confirmed bookings will be sent a COVID-19 questionnaire to be completed and returned via email no later than 24 hours before day of arrival. A copy of the questionnaire is attached to this document.

1.2 All guests will be requested and encouraged to read our COVID-19 policy and risk assessment.

1.3 Any guest concerns or questions regarding our COVID-19 policy and risk assessment should be sent via email.

1.4 All guests will be telephoned prior to their arrival, to discuss arrangements and answer any questions etc

2. Guest Arrival and Reception

2.1 Pre arranged arrival times.

2.2 Park with consideration

2.3 Guests contact details will be checked on arrival, to support 'Track and Trace'

2.4 Only one guest is permitted in the reception area at any time.

2.5 All Guests are responsible for moving and handling their own luggage. We will assist if needed, luggage will be wiped prior to handling and afterwards.

2.6 Guests will be encouraged to wash their hands frequently.

2.7 An automatic Hands Free Hand Sanitiser is mounted on the wall in reception. All guests are encouraged to use as often as possible.

2.8 No leaflets, brochures or complimentary items will be available from the reception area. These are available on request.

2.9 Touch surfaces will be cleaned and wiped more frequently- door bell, door plates etc

3. Guest Rooms

3.1 No members of staff can enter a guest room whilst a guest is present in the room. Guests must leave the room for any staff member to attend. Please open bedroom windows at every opportunity

3.2 There will be no daily room servicing during a guest stay of up to 3 nights

3.3 Towels will be replaced after 3 nights during room servicing on day 4.

3.4 Guests can request room tray replenishments during breakfast service. Requested replenishments will be provided in a clear plastic bag and given for guests to take back to their own room. Bin liners will also be provided, guests are required to remove their bin liner, tie it and leave it outside their room.

4. Guest Breakfast

4.1 Guests are required to order their breakfast from the menu the day or night before

4.2 Guests will be given the choice of time slot for their breakfast service

4.3 No Buffet will be available, table service only- we will still have buffet choices, but they will be delivered to your table.

4.4 Guests are requested to remain seated throughout breakfast.

5. Guest Departure

5.1 Guests are requested to give an approximate time of departure the day or evening before their departure day.

5.2 Only one guest is permitted in the reception area at any time.

5.3 All Guests are responsible for moving and handling their own luggage. No staff or other guests are permitted to handle luggage at any time.

6. Guest Payments

6.1 Payment by card on arrival is preferred

6.2 Cash will be accepted

Cleaning and Housekeeping

The cleaning and housekeeping procedures below will be in operation.

1. Reception Area / Stairs & Hallways

1.1 An automatic Hands Free Hand Sanitiser is mounted on the wall in reception. All guests and staff are encouraged to use as often as possible.

1.2 anti bacterial wipes or spray will be used on high touch areas more frequently, including handrails, light switches, door handles.

1.3 Hard floor areas will be mopped and sanitised more regularly each day.

1.4 Increased awareness around hand hygiene

2. Guest Rooms

2.1 No guest rooms will be cleaned until guest has fully departed

2.2 On guest departure all rooms will undergo a deep clean. This includes sanitise bathroom, light switches, sockets, handles, drawers, wardrobes, keys, remote controls and pens.

2.3 All complimentary trays will be dishwashed, including, mugs, spoons.

2.4 White Laundry will go to commercial Laundry, within their Covid guidelines..

2.5 Mattress protectors and pillow protectors will be laundered, mattresses sprayed with antibacterial spray. Duvet covers and pillowcases laundered in house.

2.6 All rubbish to be double bagged and taken straight to outside refuse area and disposed of.

2.7 All staff to wash hands as regularly as possible for at least 20 seconds.

3. Breakfast Room

- 3.1 On guest departure from the breakfast room, the table will undergo a deep clean. This includes sanitise table and chairs.
- 3.2 All plates, glasses, cups, saucers and cutlery to be dishwasher cleaned on intense program wash.
- 3.3 All door handles, light switches, rails and hard surfaces to be wiped.
- 3.4 Breakfast room floor mopped and sprayed with anti bacterial spray.
- 3.5 All staff to wash hands as regularly as possible for at least 20 seconds.

4. Kitchen

- 4.1 All work surfaces and including cooker, microwave, fridge, draw and cupboard handles to be cleaned before, during and after use of the kitchen.
- 4.2 All kitchen utensils to be regularly cleaned and sterilised during service. Then into the dishwasher on high intense wash after service is complete.
- 4.3 On arrival back to the kitchen all plates, glasses, cups, saucers and cutlery to be load straight into the dishwasher and cleaned on intense program wash.
- 4.4 Kitchen floor mopped with floor cleaner using boiling water and bleach' after service is complete.
- 4.5 All staff to wash hands as regularly as possible for at least 20 seconds.
- 4.6 Only owners permitted into the kitchen to prevent any contamination.

5. Laundry

- 5.1 All laundry in house will be washed on day of removal
- 5.2 White laundry collected by commercial laundry as per their srecifications
- 5.3All staff change clothes after breakfast service, and again after room cleaning- all washed dail

Staff Procedures

- 1.1 All staff have read and understand the Risk Assessment.
- 1.2 All staff have read and understand UK government COVID-19 guidelines.
- 1.3 All staff to practice social distancing where possible.
- 1.4 All staff to wash hands as regularly as possible for at least 20 seconds.
- 1.5 All staff clothes to be washed at the end of each day.

Guests Suspected of Coronavirus During their Stay

If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, the guest will be advised to check out and return home to self-isolate according to current UK Government guidance. If the guest shows acute symptoms, has breathing difficulties or their life is at potential risk, seek medical help immediately.

Where a guest is UNABLE to check out, then the following guidelines must be followed:

- 1.1 The guest must stay in their room and not visit any public spaces
- 1.2 Arrangements should be made for meals / food to be provided to the room as per protocols previously stated or use of local food delivery services. Food should be served with disposable plates and cutlery, nothing to be returned to the kitchen.
- 1.3 Arrangements should be made to ensure the guests are able to make requests for service or assistance remotely (e.g. via telephone or text).
- 1.4 No cleaning or housekeeping services during the stay. Any room amenities to be left at the door.
- 1.5 Provide large rubbish bags for disposal of guest rubbish. Guests should be informed to keep the rubbish bags in the room (not placed in corridor) until a coordinated time for pick-up is arranged.
- 1.6 Guests should limit outside visitors to their guest room to medical personnel only.
- 1.7 Guests should contact staff prior to check out & departure to provide an update on their condition
- 1.8 If the fire alarm sounds, normal evacuation procedures should be followed, but the guest is to be isolated from other guests at the assembly point.
- 1.9 Guests staying beyond their booked days will be solely responsible for ALL EXTRA CHARGES INCURRED.

Bedrooms after a suspected contamination – IF POSSIBLE DO NOT allow anyone to enter the room for 72 hours to significantly reduce the risk of the virus surviving on surfaces including soft furnishings which can't be disinfected easily. If you do this, current UK Government guidance is that you can follow normal room cleaning regimes, as detailed above.