

## Reopening Managed Houses - Covid 19 Control

Created - Date: 15<sup>th</sup> June 2020

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This risk assessment covers the serving of food from a Managed House, during the Covid 19 outbreak. It considers the risk of person to person spread of the virus and person to surface to person spread.

**Each Managed House will consider this risk assessment and amend where necessary so as to create an assessment specific to that location**

People at risk – Team Member, Guests, Contractors and Visitors

### References

- Using PPE at work Health and Safety Executive Advice  
<https://www.hse.gov.uk/news/using-ppe-at-work-coronavirus.htm>
- 5 Steps to working Safely  
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely>
- UK Government Guidance - Food Safety  
<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>
- UK Government Guidance – Keeping workers safe in restaurants, pubs, bars and takeaway services  
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>
- UK Government Guidance – Shops and Branches  
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>
- UK Government Guidance - Cleaning in Non-Healthcare settings  
<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>
- Chartered Institute of Environmental Health (CIEH) - Delivery and Takeaway Guidance  
<https://www.cieh.org/media/4070/covid-19-food-delivery-and-takeaway-guidance.pdf?version=2>

Spread of Covid 19 virus from person to person, resulting in infection. The virus spreads in droplet form, either through sneezing and coughing or through indirect contamination, such as hand to contact area to hand.

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Hazard	Task	Control/Safe System of work	Generic Risk Level	Site Controls/ Action Needed	Site Level Of Risk
<p>Spread of Covid 19 virus from person to person, resulting in infection. The virus spreads in droplet form, either through sneezing and coughing or through indirect contamination, such as hand to contact area to hand.</p>	<b>Guest Safety</b>				
	<p>Take Table Booking in Advance</p>	<p><b>Processing Order</b>            Ask if anyone has Covid-19 symptoms in household. Guests with apparent symptoms will politely informed that we cannot process their booking and that they must seek medical advice.</p> <p>Ask if anyone in household has food allergies and check if the selected meal contains those allergens. Advise accordingly.</p> <p>Advise guests that:</p> <ul style="list-style-type: none"> <li>• Their name and contact details will be held for up to 21 days to help government “Track and Trace” services to investigate any illness associated with their visit.</li> <li>• They are responsible for ensuring that their children keep at a social distance from other guests</li> <li>• Only people from two households may dine together indoors</li> <li>• Up to 6 people from different households may only dine outdoors</li> </ul> <p>Explain arrival details            Payment – Preferably contactless or alternatively by card. This reduces contact with the member of the public. Cash will not be</p>	<p>Medium</p>	<p>Instruct guest not to arrive before the allocated time. If they arrive early, then they are to remain outside of the building. Consider taking mobile phone number and guest can be called when order is ready to collect.</p> <p>If Team Member is dealing with guests face to face then maintain 2 metre separation distance where possible</p> <p>Where this isn’t possible keep contact time with guest within 2 meters to a minimum and refer to Advice document on when to use PPE</p>	<p>Low</p>

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Hazard	Task	Control/Safe System of work	Generic Risk Level	Site Controls/ Action Needed	Site Level Of Risk
		accepted			
	Take table booking on the day	<p><b>Processing Order</b>            Ask if anyone has Covid-19 symptoms in household. Guests with apparent symptoms will politely informed that we cannot process their booking and that they must seek medical advice.</p> <p>Ask if anyone in household has food allergies and check if the selected meal contains those allergens. Advise accordingly</p> <p>Guests must be made aware that:</p> <ul style="list-style-type: none"> <li>• Their name and contact details will be held for up to 21 days to help government “Track and Trace” services to investigate any illness associated with their visit.</li> <li>• they are responsible for ensuring that their children keep at a social distance from other guests</li> <li>• Only people from two households may dine together indoors</li> <li>• Up to 6 people from different households may sit outdoors</li> </ul> <p>Explain arrival details</p> <p>Payment – Preferably contactless or alternatively by card. This reduces contact with the member of the public. Cash will not be</p>	Medium	Where possible web-based solution will be encouraged for ordering and menu choices.	Low

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		accepted			
	Guests to table	<p>Social distancing measures are in place to permit guests and family groups to socially distance whilst queuing, and whilst inside the premises</p> <p>All tables will be completely cleared and sanitised using “Guard” after each use</p> <p>No tables will be set prior to guests sitting at their table i.e. no cutlery, crockery, glasses etc.</p> <p>Team members will wash/sanitize their hands after cleaning tables</p> <p>Hand sanitiser will be positioned throughout the premises for guests to use.</p> <p>A host will be available to meet and direct guests to their table</p> <p>Posters and notices are displayed for guests on the rules in place to prevent the risks of infection from COVID-19 at point of entry and throughout the premises. Such posters will include detail of social distancing and hand washing arrangements</p> <p>Encouraging the use of contactless payments where possible, without disadvantaging older or vulnerable guests.</p>	Medium		Low

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	Take meal and drinks order	<p>Menu's will be available as a single use, disposable copy only.</p> <p>Allergen information will be available on request providing information digitally or available in hard copy</p>	Medium	The Host will take order and establish if guests have any allergies	Low
	Serve food and drinks	Team member will serve food to table	Medium	<p>Team member will wear face mask and gloves if social distancing cannot be maintained for more than 15 minutes</p> <p>Food and drink will be delivered on a tray and set down either on a table or tray stand for the guest to collect their order from</p> <p>Coffee - no sugar pots will be delivered to the table and sugar will be on the saucer if requested</p>	Low
	Cleaning of Guest area	<p>Area that food is to be collected from to have enhanced cleaning.</p> <p>Use "Guard" sanitiser Contact time to be adhered to. Cleaning frequency to be based on how busy the site is, but minimum would be once an hour to clean hand contact points – e.g. door handles and tables/worksurfaces</p>	Medium	Refer to document "Enhanced Cleaning managed Houses"	Low

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		Tables and chairs to be cleaned and sanitised using “Guard”			
	Toilets	The hand driers will continue to be used  Enhanced cleaning will be carried out on a regular basis	Medium	Team to advise guests on location and how to minimise the impact on social distancing  Regular cleaning using “Guard”	Low
	<b>Food Safety</b>				
	Food Preparation	Ensure good hand washing practices are adopted e.g. <ul style="list-style-type: none"> <li>• Before leaving /entering a food room</li> <li>• In between handling raw and ready to eat (RTE) food</li> <li>• Using the toilet</li> <li>• Before wearing and after removing PPE</li> </ul> Follow social distancing rules  Follow the normal food hygiene/safety	Medium	Adequate stocks of personal protective equipment (PPE) if necessary. PPE will only be required if the normal controls of regular handwashing and social distancing are not available. Safe disposal of PPE into lidded pedal operated container – the bag removed and double bagged and stored in a secure area for 72 hours prior to disposal into the ordinary waste.  Disinfection (Contact times must be observed) of touch points and preparation surfaces at beginning and end of shifts.  Try to achieve the minimum separation distance. If not possible then consider:	Low

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Hazard	Task	Control/Safe System of work	Generic Risk Level	Site Controls/ Action Needed	Site Level Of Risk
		precautions		Working side to side PPE is available should the Team Member wish to use it  Complete relevant Onstage check lists (access on Compliance Centre) Complete relevant Kitchen Diary sheets	
	Receiving Deliveries	Ensure that sufficient Team Members are available to deal with the delivery of ambient/temperature-controlled goods in a timely fashion.	Medium	It would helpful to have timed deliveries and a team member allocated to assist with the process of offloading and placed into the correct storage in a timely fashion  Hand sanitiser must be available for use by the delivery driver/team  Hand washing is required by the team member after dealing with the delivery and the goods are in storage	Low
	<b>Team Safety</b>				
		Rota planning should take into account arrival at work time with times staggered to avoid large groups arriving at any one time  Team member should be encouraged to avoid the use of public transport to get to work. Where they do have to use public transport then they should be advised that it is a legal	Medium		Low

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Hazard	Task	Control/Safe System of work	Generic Risk Level	Site Controls/ Action Needed	Site Level Of Risk
		<p>requirement to wear face coverings</p> <p>Team members will be encouraged to maintain social distancing whilst at work. Where this is not possible and is likely to exceed 15 minutes then PPE (see advice on wearing PPE) may be worn.</p> <p>Dirty surfaces are cleaned with soap and water/detergent before disinfection with "Guard"</p> <p>Touch points such as door handles, tills, keyboards, touch screens, telephones and handrails are cleaned and sanitized routinely</p> <p>Hand washing regimes are in place: using soap and hot water for at least 20 seconds. Use hand sanitizer with at least 60% alcohol (or hand sanitiser tested to EN 1276) if soap and water is not available.</p> <p>Team member to be trained and regularly updates on the latest guidance and infection control</p> <p>Shaking of hands is not permitted – we encourage the use of other verbal greetings and smiling as non-contact methods of greeting</p>		<p>When using "Guard" it is very important to follow the contact times - <b>leave on treated surface for at least 2 minutes before wiping away</b></p> <p>Training and guidance will be provided on how to communicate our controls to guests with confidence and on how to deal with anyone who fails to adhere to the controls in-place.</p> <p>All e learning modules must be completed before being able to work</p> <p>Teams will be reminded of personal</p>	



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				<p>hygiene and the need to wash hands thoroughly more often. Hand contact with eyes, nose and mouth are to be actively discouraged</p> <p>Health screening questionnaires are completed with the General Manager on team member's return to work.</p> <p>Where Team Members indicate they are at risk of infection they will be excluded from work and asked to remain away from the workplace for 14 days.</p>	
	<p><b>Social Distancing</b></p> <p>Ensure guests can be seated at a suitable distance from each other</p> <p>Allow for a one way system to assist with social distancing</p>	<p>The layout of tables and chairs within the premises will be adjusted to allow for appropriate social distancing to be achieved.</p> <p>No live entertainment such as quizzes, televised sport or music will be allowed. Back ground music will be played at a level that avoids people having to raise their voices</p> <p>Where there is more than one point of access, a door will be designated for entry and exit</p> <p>Signage is to be placed at the entrance door to advise guests of social distancing rules within</p>	Medium	Ideally 90 minutes will be allowed per booking	Low

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		<p>the premises</p> <p>The occupancy level of the business is to be regularly reviewed as guidance changes</p> <p>Host will regulate the number of people within the house. Guests will be advised that they have up to 90 minutes allocated for their visit.</p> <p>Where Guests are required to queue to access the site, the queuing area is to be marked and distance markers placed on the floor at regular intervals in accordance with current government advice</p> <p>Tables are set out to provide a distance of 2m between table surfaces inside and outside of the premises.</p> <p>Communicate on entrance the (Covid Approved House Rules) for controls we are taking as a company, there will be signs at certain locations repeating the message</p> <p>The primary means of securing a table will be online bookings, walk ins will be accepted where possible</p> <p>There will be a web-based solution to order food and drinks for distance ordering</p>			

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With reference to the preceding, the following actions are required –

No	Hazard	Existing Risk Rating (H/M/L)	Action/s required	New Risk Rating (H/M/L)	By whom	By when	Completed	Signature
1								
2								
3								
4								
5								
6								
7								
8								

**The above actions have been agreed as reasonably practicable steps to reduce risk.**

General Manager: Name \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Regional Manger: Name \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**I confirm I have read and understood the above Risk Assessment and agree to adhere to the precautions given**

Name	Job Title	Date	Signature