

Treatment & Rooms

This risk assessment covers the risk of coronavirus spread in front of house / guest facing environment. This risk assessment was created on 18th June 2020 and reflects the guidance issues by the HM Government. The coronavirus situation is dynamic and hazards and controls must be updated as government advice changes. In order for this risk assessment to be suitable and sufficient, then contents must be reviewed, controls amended to reflect the operation and then adopted. The use of a sign off sheet is recommended to record the adoption of the risk assessment and that findings of the risk assessment have been communicated to and understood by the relevant team.

Area/Task/Hazard:

Spread of COVID-19 from person to person, both from colleagues, guests and other visitors to this area.

COVID -19 is transmitted from small droplets that are created when infected persons sneeze or cough. These can be directly transmitted to another person or a surface and then transferred if a person touches their eyes, mouth or nose.

Groups at Risk:

- Colleagues
- Hotel Guests
- Visitors
- Contractors
- Members of the public

| Severity (A) | Major Injury/Serious Damage (5) | Likelihood (B) | Likely (10) | People (C) | 1-5 People (1) |
|--------------|---------------------------------|----------------|--------------------------|------------|----------------|
| Calculation | Score: 5 | X | Score: 10 | X | Score: 1 |
| Total Score: | 50 | | Risk Rating - High (>50) | | |

Control Measures:

- **Fitness to work** - teams are to observe the latest government guidance regarding isolation. Managers to be aware of the symptoms of COVID-19 (new continuous cough and / or high temperature) and exclude workers if they exhibit these symptoms.
- **Temperature Checks** - All team members will be randomly temperature checked and management will keep a log.
- **Distance between team members** - All team members must adhere to social distancing guidelines. If this cannot be achieved, then consider amending layout, ensuring that safety is not impacted. Staff MUST remind all guests if required the social
- **Distance between guests and team members** - Social distancing guidance is to be maintained and assisted by signage throughout informing guests of what is expected. Front desk team members must step back when the guest is called to approach the front desk
- **Treatment / Rooms** - Sufficient turn-around times will be implemented in between bookings, allowing for therapists and the treatment room is hygiene protocols to take - 15 minutes between each treatment will be scheduled
- Disinfection of touchpoints - There will be a 15 minute gap in between each treatment / service. All touchpoint surfaces must be frequently disinfected with Virosol disinfectant spray in line the relevant COSHH guidelines (See attachment*)
- Sanitising all counter tops, bottles, caddies, jewellery box, head rests, treatment tables and all surfaces and all touchpoints
- At the end of every shift - all treatment rooms will be deep-cleaned paying particular attention to all touch points, high and low.
- All pillows, runners, tables warmers and mattress pads will be removed. Linen on beds must be only used once and changed after every client. Treatment beds must be sanitised after every client.
- Therapists must stay in the same treatment room for their whole shift to avoid cross-contamination ensuring they are following above procedures and cleaning frequently. Bins can be emptied regularly throughout the day and only the therapist can use this.
- **Barbicide COVID-19 Hygiene Certificate** - Each therapist has and will have completed this course prior to opening which is evidence to support they understand how to deliver a safe and hygienic working environment
- Therapists will inform all clients upon entering the treatment room to not touch any products, if clients do touch, the therapist must
- **Handwashing for the team** - Handwashing is recommended for all the conference team and must be done frequently. Supply of liquid soap and hot/cold water is in all public facilities. Hand sanitiser (minimum of 60%) will be provided to compliment hand washing but it is not a substitute
- Note - hands must be sanitised before and after each client.
- **PPE** - It is considered necessary for all team members to wear company standard PPE to control COVID-19 . If any of the team are displaying symptoms, they should not be in the workplace.
- **Manual Handling** - Some manual handling tasks may require a two person lift or carry. This means team members potentially coming into close contact with one another. The task should be reviewed to consider if it is absolutely necessary or if an alternative
- If the lift or carry is absolutely necessary, then minimise the time the team are in close proximity with one another - using gloves / mask. This can be achieved by ensuring the path is clear of obstructions and one person prepares the area ahead of the lift or carry.

Note - the lift or carry should not be rushed, as this could increase the likelihood of injury. It is about minimising the time team members are in close proximity to one another by preparing for the lift or carry.

Staff Uniform - Uniforms are provided and they must be washed daily and only worn once.

Other mitigating factors - increasing the frequency of hand washing and surface cleaning, including disinfection of high footfall areas or common touchpoints with particular attention to toilets/restrooms.

- keeping the activity time of any activity where social distancing cannot be maintained as short as possible
- using screens or barriers to separate people from each other

- using back-to-back or side-to-side working (rather than face-to-face) whenever possible
- reducing the number of people each person has contact with by using 'fixed teams or partnering'

Social Distancing - Signage is visible to all guests. When team members are communicating with guests, they must maintain social distancing

Music - throughout all guest areas music should be kept at an acceptable level

Waste Management - All waste will be split into general and recycled. At the end of every shift the team members must dispose of their individual rubbish in the correct bins - ensuring they are wearing the correct PPE

If control measures are implemented and are effective the hazard can be categorised as:

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|--------------|-------------------------------|----------------|--------------|------------|----------------|
| Severity (A) | Minor Injury/Minor Damage (2) | Likelihood (B) | Possible (5) | People (C) | 1-5 People (1) |
| Calculation | Score: 2 | X | Score: 5 | X | Score: 1 |
| Total Score: | 10 Risk Rating - Low (10-19) | | | | |

Additional Specific Control Measures:

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Responsible Person Signature: Emma Underwood Date: 8/6/2020