



COVID-19 Risk Assessment

Licensed premises name:

CASTLE INN NEWPORT PEMBROKESHIRE

Revision number and date:

08/11/20

Date distributed:

9/11/20

Completed by:

Name:

Glyn Richards

Employee representative:

Name:

Elin Thomas

Signature:

Glyn Richards

Signature:

Elin Thomas

Completed date:

8th July 2020

1. Hazard

This risk assessment template identifies controls to minimise the hazard of COVID-19 spreading in licensed premises.

COVID-19 is an illness that can affect your lungs and airways. Symptoms can be mild, moderate, severe or fatal. It 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.

A competent person must carry out an appropriate COVID-19 risk assessment to help decide the control measure to implement. This risk assessment template will help you address the risks of COVID-19 and identify sensible measures to control the risks in the licenced premises..

You must consult with the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by one of your team. You must share the results of the risk assessment with your team. If your team is larger than 50 people it must be displayed on your website. If possible, you should consider publishing the results on your website.

The risk assessment should be reviewed if the nature of the operation changes or if government COVID-19 advice changes.

2. People exposed

Please tick the people who will be exposed.

- | | |
|--|---|
| <input checked="" type="checkbox"/> Employees | <input checked="" type="checkbox"/> Contractors |
| <input checked="" type="checkbox"/> Visitors/Customers | <input checked="" type="checkbox"/> Members of the public |
| <input checked="" type="checkbox"/> Vulnerable groups* | <input checked="" type="checkbox"/> Extremely vulnerable groups** |
| <input type="checkbox"/> Other: | |

*Vulnerable groups are classified by the NHS as moderate risk. They will meet the criteria that make them eligible for the annual flu vaccination, for example, those aged 70 or older, and those who are pregnant. Vulnerable individuals who cannot work from home must be offered the safest on-site roles so they can maintain social distancing.

**Extremely vulnerable groups are classified by the NHS as high risk. They will have been informed by their GP that they are extremely vulnerable and will have received a letter confirming this. For employees who have been identified as extremely vulnerable individuals by their GP, they are not to work outside of the home and therefore must not return to the workplace.

For all vulnerable and extremely vulnerable employees please ensure a specific risk assessment and health declaration form has been completed.

Please tick to confirm if necessary:

- | | |
|---|-------------------------------------|
| A specific risk assessment has been carried out | <input checked="" type="checkbox"/> |
| A health declaration form has been completed | <input type="checkbox"/> |

3. Control measures

Read each question below and write in your control measures in the box. You can tick to adopt any of the suggested control measure in the right-hand column.

3.1 Effective personal hygiene

What facilities and/or procedures will you put in place to enhance the implementation of effective handwashing practices by all employees to prevent the spread of COVID-19?

- Sinks & Soap provided at all work stations
- Gloves are not used as COVID-19 PPE. Gloves are only used in the kitchen as part of normal food hygiene process
- Blue roll located at all work stations
- Sanitisers at all entrances and all work areas. Extra sanitisers will be available in kitchen
- Personal alcoholic sanitisers provided to staff - Team meeting - First Shift
- Hair Tied up - Hasn't changed but extra

- Wash hand basins are provided to ensure that hand washing can be achieved regularly by team, for example bar and waiting staff.
- If gloves are provided, has training been provided on good practices such as changing between a work task and handwashing after use.
- Wash hand basins to be supplied with soap and an effective means of drying hands.
- Paper towels are used for drying hands.
- Wash hand basins are supplemented with alcoholic hand sanitiser.
- Alcoholic hand sanitiser is provided at the entrance of the licensed premises and at suitable locations throughout, for example at the bar, till points, toilets etc.
- Employees carry their own personal alcoholic hand sanitiser for personal use.
- Gloves are provided & training has been given on their use.

3.2 Social distancing

What procedures will you put in place to ensure appropriate social distancing is maintained between employees in their work space?

- Locks fitted to Public toilets. One in one out.
- Instructions on customer travel direction implemented
- Customer tables distanced at 2 metre. No customer table or seat faces another. Back to back chairs exist on adjacent tables. Customer screens installed 7th Nov 2020
- All front of house staff use mandatory facemasks. Kitchen staff use face visors.
- Bar Visor - See additional information
- Staff assigned work areas where possible and advised on non-essential movement - Team meeting
- Where possible team members will work in bubble

- Wherever possible, social distancing must be maintained. This includes all work areas, entrances, exits, rest areas, customer and staff toilets, bars, seating areas, beer gardens etc.
- Where social distancing cannot be achieved, alter the task so people are stood side to side or back to back.
- Where social distancing cannot be achieved physical barriers (for example perspex screens) have been installed. It is likely that a perspex screen may be needed at till and service points.
- Implemented measures to prevent non-essential movement between work areas.
- Created floor markings to ensure separation.
- Re-designed the flow around the premises.
- Consider restricting numbers of customers using the toilets at any one time & implementing a queuing system.
- Schedule team members to work in fixed 'bubbles'.

3.3 Cleaning and disinfection

What changes will you make to your cleaning and disinfection procedures to ensure they are capable of controlling the potential spread of COVID-19?

Door handles highlighted as a cleaning priority - Team Meeting

- Confirmed Castell Howell chemicals are COVID safe. Data sheets on file. Contact time 30 seconds all chemicals
- Customer tables cleaned after every use - Team Meeting
- Cleaning materials located in locked cupboard and stock checked daily
- Anyone displaying symptoms/ confirmed case will result in action from government guidance

COVID-19:cleaning in non-healthcare settings

- Staff wash uniform at home - Guidance Given - Team Meeting
- New Viocide Chemical used by cleaner Iwan Jones & trained individuals - See Reload Bativer Info sheet & Data sheet
- Staff issued with belongings bag to remain on premises.
- No shared entrance with any other business

- Touch points, such as door handles, keyboards and fridge handles are disinfected regularly throughout the day and as a minimum the start and end of the day.
- Disinfectant used is effective against viruses such as COVID-19 and the contact time is adhered to.
- Ensure that all hand contact surfaces are thoroughly disinfected after each guest (for example tables, chairs, juke box, gaming machines etc).
- All touch points to be cleaned with hot soapy water as a minimum of once a day.
- Shared entrances to the business are part of the enhanced cleaning regime. This may require co-ordination with the landlord or other users of the space.
- Update your cleaning schedule to include frequency of cleaning the toilets, bar, tables etc.
- There is sufficient supply of cleaning materials, recognising increased usage compared to normal.
- If a person displays symptoms of COVID-19 in workplace or there is a confirmed case of someone with COVID-19 having recently visited the premises, then enhanced cleaning following the latest government guidance is undertaken.
- Colleague uniforms are to be laundered daily either professionally or at the highest temperature possible, above 60°C, as not to impact the uniform.
- Employees avoid wearing their uniform on public transport.
- Personal belongings brought to work must be minimal and stored away in a locker.
- Ensure that all your team are retrained in the new cleaning regime.
- Consider a dedicated person to carry out disinfection.

3.4 Personal protective equipment

What procedures will you put in place to ensure existing (standard issue) PPE worn by staff, such as overalls and gloves, are changed and cleaned regularly in accordance with government advice on COVID-19 control?

- One visor issued to every member of kitchen staff on return to work. Training given on Visor management/ cleaning.
- Team members responsible for cleaning of own Visor and must be done in staff room
- No laundering of PPE on site.

- If employees choose to wear a face covering, they must wash hands thoroughly before putting on and removing, avoid touching the face, change the covering if it becomes damp, change face covering at least daily, continue to observe enhanced hand washing, cleaning regimes and social distancing.
- Review current procedures for laundering PPE to prevent the potential spread of COVID-19.
- Laundering services or facilities installed within the licensed premises to ensure PPE does not need to be taken home by employees and is adequately cleaned after each shift

3.5 Workplace Practices

3.5.1 Deliveries

What changes will you make to your delivery procedures to ensure they are minimising the potential spread of COVID-19?

- Deliveries only permitted in Potwash area, signage instructing delivery drivers in area
- Molson Coors, Ystwyth Ales & any other wet deliveries to take place in Cellar only - refreshment break in Garden only
- Delivery table introduced to process outside kitchen. This is to keep kitchen areas free from gatherings

- The number of deliveries to premises have been reduced, for example by increasing the size of order and reducing frequency.
- Stop personal deliveries to the premises.
- Have a clear area for deliveries to be marked in the premises and maintain social distancing when delivery is being made.
- Hands are washed thoroughly after handling the delivered items.
- Signage is displayed to indicate the delivery area and informing delivery personnel of the controls on premises.
- Deliveries are not to come through customer areas when the premises are trading.
- Ensure suppliers are aware of the controls they must follow at your premises.
- Consider how drink deliveries are undertaken, recognising that cellars may have restricted space.

3.5.2 Entering and leaving work

What procedures will you put in place to ensure appropriate social distancing is maintained between customers and or visitors?

- No receptionist
- Staff arrival and leaving times staggered on rota
- Social distancing marked on floor at each entrance
- Various signage is displayed in premises, hand dryers, notice board, entrance to toilets, Kitchen deliveries, Social distances at entrances, one way arrows, keep your social distance multiple areas, Please do not enter if you have covid symptoms,

- If there is a receptionist, then they must be socially distanced or a screen placed as a barrier.
- To facilitate social distancing, stagger times that employees arrive and leave work, reducing congestion at entrances and exits.
- Mark the floor at entrances to show social distance gap.
- If keypads are used to access building, consider deactivating if security can still be maintained. If keypads are used, ensure they are part of the enhanced cleaning regime.
- Markings placed at the entrance of the building to ensure social distancing is maintained before entering the building and queuing.
- Signage is displayed to inform the guest of social distancing measures and requesting they are observed.
- Social distancing is maintained at bar areas, consider a queuing system and clear floor marking.
- Table service is offered to reduce congestion at the bar.
- Adequate signage is displayed to request customers to respect social distancing and not enter if they have symptoms of COVID-19.

3.5.3 Movement within work

What procedures will you put in place to minimise contact between team, visitors and customers within the premises?

- Discouraging non-essential movement -
Team meeting
- Table service mandatory at all tables
- Any team meeting will be in small groups of 4 max and socially distanced. One to ones held in office or restaurant at distance
- Use of menus using smart phone/ website and QR codes encouraged combined with single use menus

- Reduce movement around building by discouraging non-essential movements.
- Consider the use of table service and payment at the table to reduce guests visiting the bar.
- Restrict team movements to only essential areas.
- If lifts are used, restrict number of occupants to increase social distancing.
- Occupants of lifts to face away from one another and mark floor to indicate this.
- Lift to be included in the enhanced cleaning regime.
- If meetings must absolutely be held in person, maintain the social distancing and avoid sharing appliances, such as pens and whiteboards. Space meeting room layout to be changed to ensure distancing can be maintained.
- Meeting rooms are to have enhanced cleaning, with area being disinfected before and after meetings.
- Customers/visitors are to be clearly instructed on flow around the building, either through floor markings or signage.
- Use of blackboards to communicate menu specials to be minimised, as this will discourage guests leaving their table and congregating

3.5.4 Communal areas

What procedures will you put in place to ensure appropriate social distancing is maintained between your team and customers?

- individual staff breaks to be taken in beer garden or socially distanced table.
- No communal areas outside bar restaurant
- One person only permitted in all toilets facilities, ladies, gents. The restaurant toilet is out of action to reduce use and movement in restaurant. Exceptions are made for staff use and disabled use.

- Stagger breaks to reduce occupancy of communal areas. If possible, take breaks outside in well ventilated areas.
- Seating to be rearranged to aid maintenance of social distancing and reduce face to face interactions.
- Ensure that the communal areas are included in the enhanced cleaning regime. If there are showers and changing facilities, ensure that they are kept clear of personal items.
- Reduce the likelihood of guests congregating in communal areas by altering service, for example online check in or providing table service, distancing facilities, for example moving till points apart or use of floor marking to identify the social distancing area.
- Review occupancy limit of toilets to ensure that social distancing can be maintained. Inform guest of revised occupancy of toilets and wait until facilities are available.
- Facilities to be taped off to ensure social distancing is maintained, for example taping off one urinal if 2 are in close proximity.

3.5.5 Travelling to work

What procedures will you put in place to ensure employees reduce the spread of COVID-19 travelling to and from work?

- Staff advised on PPE required on public transport and changing clothes before starting work. Travelling in cars during lifts.

- If corporate vehicles are used to transport team, reduce number of people being carried to achieve social distance.
- If team lift car share then passenger to sit behind driver, not alongside.
- Work vehicles to be included on the enhanced cleaning regime.
- If travelling by public transport, encourage team to wear face coverings and avoid rush hours.

3.5.6 Managing visitors

What additional procedures will you put in place to ensure any essential visitors, for example contractors undertaking equipment repairs or service, do not present a risk of spreading COVID-19 to staff?

- Any reps visiting site will be advised on measures in place on a one to one basis and details recorded on track and trace.

- Discourage visitors to the premises. Where visitors are absolutely necessary, then inform them of the controls on site before arriving.
- Manager to inform visitor of the site specific controls when arriving in site.
- Limit the number of visitors at any one time and consider organising visits when occupancy is low, for example if maintenance is required then undertake early outside of trading hours or peak service times.
- If visitors have to sign in, ask them to use their own pen or have a means of disinfecting pen after each use.

3.5.7 Home working

How will you assess which employees work from home or return to work?

- No home working

Employees will only return to the workplace if:

- They cannot do their job remotely.
- Where home circumstances mean working from home is not possible.
- Equipment required to do the job safely is unavailable at home.
- Employees have been identified as vulnerable or extremely vulnerable individuals.

3.5.8 Working away from the premises

How will you establish procedures for those employees who work remotely?

- No remote working

- Face to face meetings to be avoided where possible.
- Employees are encourage not to travel on public transport
- Employees who cannot avoid travelling on public transport must wear appropriate face coverings when using public transport.
- All employees must observe social distancing at all times and wash or sanitise their hands when they arrive at their destination
- Prior to a site visit, the employee must ensure that they are not exposed to unnecessary risks at the destination and a copy of the destinations risk assessment should be reviewed.
- All employees are trained to follow the sickness policy and inform their manager is they display any of the COVID-19 symptoms.

3.5.9 Managing the workforce

Are there any specific tasks where maintaining social distance between employees presents a challenge, and are additional measures possible which will prevent the spread of COVID-19?

- All shared cutlery, crockery, cups & glasses will be pot washed in a commercial cleaning machine. All glasses will be cleaned in a commercial gass washer
- Any member of staff showing symptoms of COVID-19 or having had contact with a symptomatic individual will be advised accordingly on UK Government Self isolation guidelines & sickness reporting
- No changes in layout of premises that would increase risk in a fire.

- Fix teams into work groups or shift patterns. This reduces the number of contacts as employees are working with the same people routinely.
- If materials are passed between employees, for example office supplies or documentation, organise drop off zones where items can be left and then collected.
- All shared cutlery, crockery, cups and drinking glasses must be effectively cleaned and disinfected before use by other persons
- Ensure employees are not incentivised to work if they are feeling unwell
- Ensure employees are not incentivised to work if they have had contact with a symptomatic individual
- Content of the Fire Risk Assessment has been updated in this risk assessment to reflect any changes in layout

3.6 Workplace Procedures

3.6.1 Communication and training

How will you ensure all of your employees understand the measures needed to prevent the spread of COVID-19 whilst at work?

- Employees will informed of all control measures and information in risk assessment via team meeting or one to one. These meeting will be recorded.
- Guidelines will be regularly updated as new government information is issued and training will be delivered accordingly
- Certificated Return to work COVID training taking place (Business safe) all employees
This risk assesment was upated 8th November 2020 see notes section at the end.

- All employees have read and understand the control measures detailed in this risk assessment
- All employees receive COVID-19 training
- All employees receive regular update training and are informed of the new control measures. If control measures are not followed, the employee is immediately retrained in them.
- All employees complete a COVID-19 Return to Work questionnaire to ensure they are fit to work.
- All employees understand the symptoms of COVID-19 and the action they must take if they are in contact with anyone that has the symptoms.

3.6.2 Manual Handling

How will you review manual handling practices to take into account COVID-19 controls?

- any manual handling will be carried out by one person. Staff advised on manual handling where more than one person is involved
- All deliveries of barrels will be done by suppliers including storage. Moving of barrels will only require one person

- All manual handling risk assessments have been reviewed to take into account social distancing measures.
- All employees have been consulted in the manual handling review and retrained in the new practices.
- Specific consideration to be given to the moving of barrels as this may be a 2 person task. If barrels do need to be moved by 2 persons, the task should be undertaken in social grouping.

3.6.3 First Aid

How will you review first aid procedures to take into account COVID-19 controls?

- First aiders will try to assist at a safe distance & minimising time sharing a breathing zone
- Tell the casualty to do things but treating them properly is primary concern
- If CPR is needed to reduce risk use cloth over patient's mouth and nose while still permitting breathing, only deliver CPR using chest compressions and defibrillator if available. DO NOT use rescue breaths
- After delivering 1st aid dispose of gloves
- First aiders - Thomas Richards & Elin Thomas reviewed guidelines at:
[First aid during the coronavirus \(COVID-19\) outbreak - HSE news](#)

- The first aid risk assessment has been reviewed to take into account COVID-19 controls.
- All employees have been consulted in the first aid review and retrained in the new practices.

3.6.4 Ventilation within the business

How do you ventilate your business to minimise the potential spread of COVID-19?

- Staff will be encouraged to open windows and doors (not fire doors) to ventilate areas regularly subject to weather & security.
- No ventilation systems or air conditioning exist in premises
- Instruction given to Thomas Richards regarding Bar Fans. Fans must not be turned on during pandemic

- Windows and doors should be left open to encourage ventilation of the space. This action must not impact other safety considerations, for example reduced security as the entrances are not secure or fire doors being propped open.
- Ventilation systems should be adjusted to achieve the maximum number of air changes possible, whilst maintaining team comfort. If there is a complex ventilation system, then guidance is to be sought from the company's ventilation and air conditioning advisors

3.6.5 Common hand contact points

What procedures will you put in place for hand contact surfaces?

- We are promoting/ encouraging customers to use electronic menus on our website/ QR scan codes and supplying single use menus. Napkins are disposable. Salts & Peppers will be sanitised after every table sitting.
- Tills, PDQ machines & kitchen equipment will be sanitised regularly
- When two people are working the bar staff will work in zones or family/ household bubbles where possible

- Reusable items (for example menus, condiment containers) are to be replaced with single use disposable items.
- Regular hand contact surfaces (for example tills, PDQs and kitchen equipment) are to be cleaned between users.
- If more than one person is working a bar, consider implementing zones so only one person is touching drink dispense equipment, bottles and the till.

3.7 Review and monitoring

What procedures have you put in place to review and monitor the control measures of this risk assessment?

- Guidelines will be constantly monitored as government information is issued/changed. Any additions or changes to these guidelines will result in changes to our working practices accordingly. Produced 8th July 2020 and updated 8th November 2020.- Duty management responsible for control measures

- The risk assessment is updated at least yearly or sooner when the Government guidance changes or work practices change.
- Monitoring of control measures are undertaken throughout the day and recorded daily in the Safe to Trade App

3.8 Dealing with COVID-19 in the workplace

What procedures will you implement if an employee and / or visitor becomes unwell and displays symptoms at work?

- Any guest of Castle Inn B&B that makes us aware that they are feeling COVID-19 symptoms will be asked to leave the premises and follow government guidelines on self-isolation as well as seeking medical advice on how to best treat those symptoms. Any visitor of the Castle Inn pub & restaurant that becomes unwell and shows signs of symptoms will be given the same advice. All areas that the 'unwell' guest had used will be sanitised afterwards following all government guidelines.
- All employees will complete a return to work form and one to one meeting with Glyn Richards

- All employees that have been exposed to symptomatic person must self-isolate for 14 days or take an appropriate COVID-19 test to establish if they are infected.
- All employees who test positive must self-isolate and follow the sickness procedure.
- All employees must complete a return to work form after self-isolation or completion of a negative COVID-19 test.

4. Additional information and control measures

Castle Inn Pembrokeshire Ltd has appointed Glyn Richards as Health & Safety representative

This COVID-19 risk assessment is additional to Castle Inn's health & safety policy statement 13th August 2019.

Bar Visor: The public bar will be fitted with a complete high level visor. This will be fitted full length of the bar at head height. A serving space will be left to pass drinks/ snack to the customer. This will protect the customer and server and will mitigate risk against contraction of anything contagious that could be passed from customer to server and vice versa.

New customer screens were installed 8th November 2020 in the bar and restaurant areas. These screens are to mitigate risk and create barriers where a 2m distance is not possible.

Cash Handling: Although cashless payment will be promoted a COVID-19 cash handling process will be implemented with all staff. Anything handled during any type of payment will be cleaned regularly.

We have reviewed the physical space available at Castle Inn, we have defined the number of customers we are able to host at one time (94 inside as of 8th November). This number will be reviewed as and when regulations and guidelines change. All customers will have a seat and be socially distanced whilst in the premises.

We have signage in place to communicate to customers changes to the premises applicable to COVID-19 in line with guidance. Notices are displayed at entrances, toilets, notice board.

The current Social distancing measurement is displayed throughout the business.

New guidelines and measures published post firebreak November 2020 for pubs, cafes and restaurants. Castle Inn updated its measures 8th November 2020.

The risks and measures contained in this assessment should be combined with the document 'Castle Inn - New & updated Measures Post Firebreak 9/11/20'

Guidance Notes & Documents Used:

- UK Hospitality - Reopening guidance for hospitality in Wales - Tony Junes Molson Coors
- Return from Furlough Leave - Wellbeing checkin - AX Insurance
- Gov.wales website
- business-live.co.uk website

5. Risk assessment training

Complete to demonstrate evidence that all employees have been trained in this risk assessment

Name	Job title	Date of Training	Signature
Thomas	Manager	09/07/2020	Thomas Richards
Rhodri Harries	Chef	09/07/2020	Rhodri Harries
Iwan Jones	House Keeping	11/07/2020	Iwan Jones
Lauren Rosser	Bar Staff	09/07/2020	Lauren Rosser
Jamie Payne	Kitchen Assistant	09/07/2020	Jamie Payne
Lena Denotti	Waitress	11/07/2020	Lena Denotti
Tom Hole	Bar Staff	09/07/2020	Tom Hole
Dan Preece	Bar Staff	11/07/2020	Dan Preece
Sadie Morris	Bar Staff	11/07/2020	Sadie Morris
Carys Thomas	Waitress	09/07/2020	Carys Thomas
Kirsty Richards	Waitress	09/07/2020	Kirsty Richards
Josh Liddle	Kitchen Assistant	11/07/2020	Josh Liddle
Braint Llewellyn	Waitress	09/07/2020	Braint Llewellyn
Ella Vaughan	Waitress	11/07/2020	Ella Vaughan
Rhydian Howells	Bar Staff	09/07/2020	Rhydian Howells
Rhys Phillips	Kitchen Assistant	12/07/2020	Rhys Phillips
Georgi Morris	Kitchen Assistant	11/07/2020	Georgi Morris
William Letten	Kitchen Assistant	09/07/2020	William Letten
David Varney	Kitchen Assistant	09/07/2020	David Varney
Tom Wright	Chef	Nov 2020	Tom Wright
Ela Llewellyn	Waitress	Nov 2020	Ela Llewellyn
Chris Merritt	Kitchen Assistant	Nov 2020	Chris Merritt
Elfie Dale	Waitress	Nov 2020	Elfie Dale



Shield Safety
GROUP

shieldsafety.co.uk/safe