

## Risk Assessment Form

**Activity/ workplace assessed:**

Llancaiach Fawr Manor

**Location:**

Manor House, Café / Restaurant and Gift Shop

**Person(s) conducting or consulted:**

Lesley Edwards

**Assessment reference number:**

Assessment reference number

**Date:**

26 June 2020

**Review due date:**

Review due date

**Review on:**

10 June 2021

**Reviewed by:**

Reviewer name

Significant Hazard	People at risk and what is the risk What is the harm that is likely to result from the hazard	Existing control measures What is currently in place to control the risk?	Risk Rating				Further action if required What, if any is required to bring the risk down to an acceptable level?	Actioned to: Who will complete the action?	Due date: When will the action be complete by?	Completion date: Initial & date once the action has been completed
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					L	S				
COVID -19	All Staff and Visitors	<p><b>Staff who develop symptoms</b></p> <p>Staff who develop symptoms outside of work and experience a new persistent cough/ and or fever / loss of taste or smell must not attend work they must self isolate and inform their line manager.</p> <p>Should a member of staff or visitor to the site become unwell whilst at LFM they must advise their line manager and return home immediately, and their workstation toilets and any other area used by the member of staff must be left for 72 hours before cleaning or deep cleaned using viruscide.</p> <p>Should the unwell member of staff require an ambulance they</p>	3	5	15	M	Employees to self isolate in line with current NHS guidance and use NHS symptom check if necessary.	All employees	If and when required	

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		must be placed in a secluded area away from others until an ambulance arrives. The area must then be cordoned off left for 72 hours before cleaning or deep clean to be undertaken								
COVID-19	All staff	<p><b>Separation in shared office accommodation. (Admin, Management offices and staff room)</b></p> <p>Desks and workstations to be located at an appropriate distance to adhere to current guidelines and spare chairs removed.</p> <p>Overall numbers of staff to be kept to a level where social distancing can take place at desks and moving around the building</p> <p>MFP to be located away from desks at</p>	3	5	15	M	Employees are encouraged to wear face coverings <b>where social distancing cannot be maintained, however this is a matter of personal choice and not mandatory.</b> If worn, employees should take coverings on/off correctly, still follow the existing risk assessment and hygiene measures and ensure that there is no air gap if			

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		<p>appropriate distance to allow for social distancing</p> <p>Markings on floor to indicate the appropriate distance to adhere with current guidelines required.</p> <p>Signage required advising of social distancing guidelines</p> <p>Rotas to enable staff to work in a manner that allows for social distancing which incorporates staggered arrival / departure times as well as lunch breaks</p> <p>Signing in and out on computers rather than on the till will be implemented as soon as possible.</p>					<p>choosing to wear a 3 layer face covering.</p> <p>HOD</p> <p>Details and staff rota patterns have been sent to HR for uploading into flexi system</p>	Ongoing		
						<p>Fire book will be completed by one member of staff</p>				

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							each day  Visitor book and pen will be wiped over after each use			
COVID-19	All Staff and visitors	<p><b>Separation – Toilets in Shop area</b></p> <p>One cubical and sink to be put out of use in Ladies. One urinal and one sink to be put out of use in the mens</p> <p>All surfaces to be disinfected paying particular focus to door handles, water taps and hand dryers. Plenty of antibacterial soap to be available.</p>	3	5	15	M	<p>Daily deep clean to take place</p> <p>Signage required advising visitors how to wash their hands effectively</p> <p>Hand dyers to be turned off at mains and hand towels supplied. Lidded pedal bin with tie handle bag to be emptied regularly</p>	LE & VS cleaning staff	Deep clean prior to opening and then on daily basis	
COVID-19	All staff and visitors	<p><b>Separation Toilets in functions area.</b></p> <p>Every other cubical and urinal to be put out of use to adhere to current social distancing guidelines.</p>	3	5	15	M	<p>Daily deep clean to take place</p> <p>Signage required advising visitors how to wash their hands</p>	LE & VS cleaning staff	Deep clean prior to opening and then on daily basis	

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COVID-19	All staff and visitors	<b>Separation doorways</b>  Signage on entrance / exit doors advising strictly one person at a time, do not hold doors open								
COVID-19	All Staff	<b>Separation Stairways</b> The front staircase will be designated for office and admin staff only and back staircase for interpretation staff only	3	5	15	M	Signage required Interpretation staff only  Signage required	LE		

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		to reduce the number of staff in any one area. As neither staircase is designated up or down staff must wait if another member of staff is using the stairs in the opposite direction and leave an appropriate gap for them to continue their journey before using the stairs					Management and Admin staff only			
COVID-19	All Staff	<b>Separation corridors</b> Signage reminding staff of the social distancing policy required to be displayed in the corridor and outside kitchen area to discourage staff from congregating in these areas. Staff to keep travel throughout the building to a minimum and use the telephone and email system to reduce face to face contact.	3	5	15	M	Signage reminding staff of the social distancing policy is required	LE		
COVID-19	All Staff	<b>Hygiene Doorways</b> Doors that are not fire doors or closed for food	3	5	15	M		All Staff		

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		hygiene reasons to be held open throughout day and only closed when locking up the building.								
COVID-19	All Staff	<b>Hygiene Desks</b> A keep clear desk policy at the end of the working day to allow for cleaning to take place. Before the shift starts staff are required to wipe over their desk, monitor, mouse telephone and keyboard with a sanitizing wipe. No sharing of any equipment or stationery					All Staff to inform line manager if cleaning supplies are running low. All staff to implement this into their daily duties	All staff	Ongoing	
COVID-19	All Staff	<b>Hygiene Cleaning</b> Enhanced cleaning schedule to be implemented  Thorough cleaning and sanitising of all counter tops and reception areas.  Door plates and handles to be cleaned regularly throughout the	3	5	15	M	Revised duties tick list to be created and updated rota required  Disinfect all surfaces especially door handles and areas used to push open doors.  Acrylic screens to be	LE & VS	Prior to opening and then ongoing	



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		<p>day. Any doors that are not fire doors or usually closed for food hygiene reasons to be kept open.</p> <p>Exhibition and display screens to be disinfected as part of the enhanced cleaning regime.</p> <p>Touch table to remain off during this period.</p>					<p>located in reception</p> <p>Signs to be displayed asking visitors to use sanitizer on arrival</p>			
COVID-19	All Staff and Visitors	<p><b>Hygiene – Personal</b></p> <p>Hand sanitiser available at all entry points to building. Visitors and staff firmly encouraged to use it.</p> <p>Small bottles of Sanitiser will also be distributed to all staff to keep on their person to use as often as they like which can be refilled by a wall</p>	3	5	15	M	<p>Signage required requesting visitors use Sanitizer on arrival</p>	All Staff	Ongoing	

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		mounted bottle located by the staff kitchen.								
COVID-19	Staff, site users/contractors and members of public	<p><b>Greeting people on arrival in Reception area</b></p> <p>Screens to be installed on reception desk</p> <p>Wall mounted sanitiser at all entry points to building</p> <p>Signage required reminding visitors of the social distancing guidelines</p> <p>Staff training to be delivered before LFM is opened to the public</p> <p>Social Distancing at check in, queuing measure to be put in place to encourage sufficient social spacing as per WG guidelines</p> <p>Pre-bookings and</p>	3	5	15	M	LE to arrange contractor	Prior to opening and then on a daily basis		
						Checks should be				

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		<p>payments taken over the internet where possible For on-site bookings offer of receipts invoices to be emailed to visitors. Contactless payment to be encouraged for all payments.</p> <p>All brochures and documentation that visitors flick through to be removed from reception area.</p> <p>Reception work areas to be manned by only one member of staff and not shared and personal stationery for each member of staff, area to be sanitised at end of shift or before a break.</p> <p>Visitor management throughout all public areas only the appropriate number of people will be allowed in an area or to do an activity to ensure social distancing is maintained.</p>					made daily to ensure the visitor number and flow adheres to current government / WG guidelines and updated as necessary Social Distancing Measures will be adhered to at all times. These will be observed and enforced at all times, for both staff and visitors. Any visitors found unwilling to maintain social distancing, will be asked to leave.	Reception staff	Continuous assessment	Prior to opening

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	Visitors, Tour Guides	<p><b>Tours of the Manor House</b></p> <p>Staff training to be delivered before the Manor House is opened to the public</p> <p>All hard surfaces in reception, exhibition and Manor house , doors, information boards, screens and public toilets will be cleaned as part of the enhanced cleaning regime</p> <p>Visitor information and guidance to be displayed on boards throughout the site.</p> <p>Signage to be laminated so it can be disinfected regularly.</p> <p>Social Spacing during tours with visitor numbers restricted and tours preferably pre-</p>	3	5	15	M	<p>Regular disinfection of all surfaces</p> <p>Information can be emailed to visitors for all prebooked tours to avoid confusion on arrival.</p> <p>Checks on visitor numbers will be made on check in and when making any reservations</p>	<p>LE and Head of Learning and Interpretation</p> <p>Cleaning staff</p> <p>Reception staff</p>	<p>Prior to opening then on daily basis</p> <p>Ongoing</p>	

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		<p>booked to help manage visitor flow.</p> <p>Self guided tours not to be offered during this period as visitor flow needs to be strictly managed by the experienced tour guides as no signage can be displayed in Manor House itself</p> <p>Visitors will not be able to touch items in the manor house, the guide will hold items up for all to see</p> <p>The visitor flow throughout the house will be amended with staff and visitors using the grand staircase to go up and the staircase tower to go down to avoid people meeting in enclosed areas.</p> <p>House staff will work in specified areas to avoid handling items.</p>								

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		<p>Reduced numbers per floor and room to be identified and strictly adhered to.</p> <p>All items such as benches and chairs used by visitors will be sanitised before new guests are allowed into the manor house. All fabric items that the public could come into contact with such as cushions etc will be removed until such a time it can be replaced. Larger items such as the day bed will remain in place, visitors will be advised that it is not to be used.</p> <p>All surfaces in each room to be wiped down at the end of every day by the member of staff in that room.</p>								
Public Toilets and	General public and staff	All surfaces to be disinfected paying	3	5	15	M	Daily deep clean to take place	Cleaning staff	Prior to opening	

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accessible toilets with baby changing facilities	General contamination	particular focus to door handles, water taps and hand dryers. Plenty of antibacterial soap available.					Signage to be displayed advising visitors on how to correctly wash their hands  Hand Dyers to be switched off at mains and hand towels to be used instead, lidded pedal bin with tie bag to be regularly emptied.	Reception staff	then on daily basis	
Café / Restaurant	General public and staff Cross contamination	<b>Opening the café / restaurant for take away and sit down options</b>  Staff training to be delivered before café / restaurant is opened to the public  Kitchen to be deep cleaned before opening  Staff to be allocated to an area in which to work Hot / cold/ servery and pot wash and kitchen equipment to be redistributed to prevent	3	5	15	M	Daily deep clean to take place	Cleaning staff	Prior to opening and then on daily basis	

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		<p>sharing taking place.</p> <p>Deliveries to be organised to arrive before food service so staff are able to receive them and put them away whilst continuing to social distance</p> <p>Kitchen porter staff to use gloves when scraping plates and filling dishwasher</p> <p>Food and beverages to be delivered to a specified table from where visitors can collect once the staff member has moved away.</p> <p>Hand Sanitiser to be located on wall at entrance and all visitors asked to use it on entry</p> <p>Dining tables to be located at a suitable distance to allow current social</p>					<p>All catering Staff</p> <p>Catering Manager</p> <p>LE &amp; Catering Manager</p> <p>Catering Manager</p>	<p>Prior to opening</p>		



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		<p>distancing guidelines to be adhered, and queuing measures to be put in place</p> <p>Maximum numbers assessed and then enforced</p> <p>Menus to be removed from tables and blackboards to be used instead</p> <p>When taking orders waiting staff to have own notebooks and pens</p> <p>Minimal equipment handling during food / drink service and throughout cleaning – contact with crockery, glassware to be held by stem or base, and cutlery to be stored in sterilised cutlery draws and covered with cling film until they are required.</p> <p>Cruet sets removed</p>					Signage regarding social distancing to be displayed	All staff	Prior to opening	

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		<p>and disposable sachets provided.</p> <p>Carvery to be served to visitors rather than help themselves.</p> <p>Trays disinfected after every use.</p> <p>Disposable napkins to be used</p> <p>Outdoor tables and seating area to be enhanced with the addition of outdoor heaters</p> <p>Pre-ordering advised and payment taken over the telephone with a view to internet orders and payments</p> <p>Signage saying Contactless payments preferred</p> <p>In situations where social distancing is not able to be maintained masks should be worn</p>					<p>Blackboards to be disinfected at end of shift</p> <p>Maintenance</p> <p>LE &amp; Catering Manager</p> <p>All Staff</p>			

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	Staff and general public	<p><b>Opening the Gift Shop to the public</b></p> <p>Experienced staff managing queuing system to allow for social distancing to enter store.</p> <p>Limited number of visitors permitted at any one time.</p> <p>Sanitiser to be at gift shop entrance and visitors encouraged to use it on arrival</p> <p>Recommend that customers don't handle stock unless they intend to buy</p> <p>Cashless payments to be encouraged. Regular sanitising of the PDQ machine</p> <p>Sanitising wipes to be available for staff to use between each customer</p>	3	5	15	M	<p>Social distancing signs to be displayed.</p> <p>Signs asking customer not to handle goods unless buying them to be displayed.</p> <p>Daily deep clean</p>	LE	Prior to opening	

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		<p>Regular sanitising of retails devices and counters</p> <p>Staff training to be delivered before gift shop is opened to the public</p> <p>In situations where social distancing is not able to be maintained masks should be worn</p>					All Staff			
Coronavirus (Covid-19)	Staff and general public at risk of contracting / spreading the virus by handling contaminated items by inhaling fine droplets / particles of the virus, increasing the potential spread with symptoms including fever, coughing and difficulty breathing.	<p>Staff and general public to adhere to social distancing in accordance with Welsh Government Social Distancing Guidelines.</p> <p>If a visitor does not adhere to the social distancing rule, then staff are to maintain their distance and ask them to leave.</p> <p>Full briefing / training on revised safe working practices and risk assessment for Coronavirus (Covid-19),</p>					<p>Enough stock of hand sanitisers and anti-viral wipes to ensure operatives maintain high levels of personal hygiene throughout the pandemic.</p> <p>Information and guidance issued on social media / website to emphasise that if members of the household are symptomatic or in a 14-day isolation period, they are not to visit the any of our sites.</p>	RV/SJ/RG		

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	Some may require hospital treatment due to contracting the virus.	<p>and following all Health &amp; Safety, Dynamic Risk Assessment and Manual Handling Procedures.</p> <p>Staff advised to wash / cleanse their hands for 20 seconds on a regular basis or use hand sanitiser where hand washing isn't possible.</p> <p>Daily cleansing of the sites, this includes the cleaning down of staff room and kitchen</p> <p>Communication messages to ensure residents remain patient and respect our staff. We're not operating under normal circumstances and would appreciate the patience.</p> <p>All measures listed above have been put in place to minimise the risk as much as practicably possible and to ensure the health, safety and welfare of all those attending site (staff, contractors and public).</p>					Contingency plan put in place to ensure if an outbreak occurs the sites are closed, and actions taken to minimise / control the spread of the virus. Additional measures would also be considered and put in place if necessary, i.e. increased frequency in cleaning of site framework and infrastructure and hand cleaning / sanitising stations located on site.			



### Likelihood

- 1) Very unlikely e.g. there's a 1 in a million chance of the hazardous event happening
- 2) Unlikely e.g. there's a 1 in 100,000 chance of the hazardous event happening
- 3) Fairly likely e.g. there's a 1 in 10,000 chance of the hazardous event happening
- 4) Likely e.g. there's a 1 in 1,000 chance of the hazardous event happening
- 5) Very likely e.g. there's a 1 in 100 chance of the hazardous event happening

### Consequence

- 1) Insignificant - no injury
- 2) Minor – minor injuries needing first aid
- 3) Moderate – up to three days' absence
- 4) Major – more than three days' absence
- 5) Catastrophic – death

