

Residential Guests COVID-19 Risk Assessment

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1. Introduction

- (a) Our aim and intention is to operate within the current government guidance that is applicable to the activities being carried out at St. Oswald's House
- (b) In certain areas of this guidance there is considerable interpretation required to apply this to the specific context of St. Oswald's. In this process, the well-being of community and guests is of prime importance. It is recognised that nothing is ever 100% safe and so we are looking for a reasonable, realistic and achievable minimum level of risk which is in keeping with the risk level being described in the current government guidance.
- (c) We also want the way in which we implement and communicate these control measures to be in keeping with, and to reflect, the nature and ethos of St. Oswald's. We want guests to feel warmly welcomed into a friendly environment and to feel comfortable, safe, wanted and valued.
- (d) Self-catering accommodation - As we have gone through this risk assessment process, it has become apparent that 12 self-catering guests is a realistic maximum with the current restrictions. The number of guests we can take is dependent on how many people constitute a household and therefore how many people can occupy a single unit of accommodation. For example, Hillside could take between up to 7 guests, providing they are from the same household or a mixture of 2 households, or up to 6 guests from a mixture of more than 2 households.
- (e) Catered accommodation - We intend to start with a maximum of 6 guests from no more than 3 households at a time staying in the main house. As we have gone through this risk assessment process, it has become apparent that 3 households is a realistic maximum with the current restrictions as it allows each household to have sole access of a bathroom and toilet during their stay. We hope that further easing of restrictions will allow us to gradually increase this number in future.

The limited number of households will naturally limit the number of rooms needed. This means that whilst restrictions exist, there'll almost always be at least 24 hours between the departure and arrival of the next guests requiring a room to allow time to carry out the additional measures currently needed to get the house ready for the next arrival

2. Risk Assessment Format

- (a) The hazard that this risk assessment is considering is exclusively the transmission of COVID-19 infection.
- (b) With the range of control measures outlined in this risk assessment, the likelihood of this hazard occurring is low but the potential severity, should it occur, is high.
- (c) The risk population is predominantly the resident community and guests, with other occasional visitors. Some control measures just apply to community members as they carry out specific work tasks but this is highlighted when applicable.
- (d) The responsibility for carrying out these control measures is, in the main, shared by everyone staying at St. Oswald's. Specific community responsibilities will again be highlighted when applicable. Section 5 below gives a summary of some of the main ways in which guests will be involved in helping to carry out this plan.
- (e) Given the consideration of this single hazard, a more formal grid format is not being used as this would involve a significant repetition of this information. Instead a more descriptive format is being used which focuses on the range of control measures being used to manage the risk of this hazard occurring. This descriptive format will also help guests to engage more easily with this risk assessment. To help further with this, a Guest Summary of this risk assessment will also be available.
- (f) Given the consideration of this single hazard, a more formal grid format is not being used as this would involve a significant repetition of this information. Instead a more descriptive format is being used which focuses on the range of control measures being used to manage the risk of this hazard occurring. This descriptive format will also help guests to engage more easily with this risk assessment. To help further with this, a Guest Summary of this risk assessment called "Working together to keep safe" will also be available.

3. Physical Distancing & Social Interaction

- (a) When considering physical distancing, we take into account four related factors:
 - i) Actual physical distance
 - ii) Orientation - in decreasing order of risk, face-to-face, face-to-side, face-to-back, side-to-side, side-to-back and back-to-back
 - iii) Duration of proximity
 - iv) Other mitigations - such as, face coverings, etc.
- (b) The resident community at St. Oswald's live and work together as a single household.
- (c) The current maximum group size limits for social interactions of six indoors or 30 outdoors is a legal requirement and so is one of the key principles that is being considered and carried out by the range of control measures outlined in this document.
- (d) Within these group size limits for social interaction, people from different households still need to physically distance from each other.
- (e) There is no longer mention in government guidance of trying to limit the number of people from different households that we socially interact with over a short period of time. Instead the emphasis is for people to consider the risks themselves and to make their own assessment of

what is appropriate for them. In our communication with guests we will be highlighting the need for them to consider this for themselves.

4. Routine Testing for Community

- (a) The resident community will take a Lateral Flow Device (LFD) test twice a week, where possible to coincide with our main arrival days.
- (b) If someone has a positive LFD test result, they will need to self-isolate from the rest of the community and get a Polymerase Chain Reaction (PCR) test. The rest of community will need to isolate within the St Oswald's estate but not from each other. No new guests can arrive at St Oswald's until the result of this PCR test is known. Guests currently staying in the main house would be asked to leave.
- (c) If the PCR test result is negative, the community member can stop self-isolating and new guests are clear to visit (or return).
- (d) If the PCR test result is positive, the self-isolation described in (b) above will need to be maintained for 10 days from the date of the LFD test. All planned guest visits during this 10 day period will need to be cancelled.
- (e) If a community member is away off-site on holiday, they will need to take a LFD test on the day of their return, and this must be negative, before they come back to St Oswald's.
- (f) Guests will be strongly encouraged to take a LFD test the day before or on the day of their visit before arrival.

5. Key Points for Guests

Visits to St. Oswald's during this time will very much be a team effort. We will need our guests to help the community in looking after each other.

- (a) Some of the main ways guests can help with this include:
 - i) The day before arriving fill in the self-declaration form by emailing the office. This form helps confirm you are feeling well, haven't knowingly had contact with anyone at higher risk of infection, don't live in a local restriction area. It also asks if you're happy for us to use your details to help the NHS Test and Trace service if it were needed. The questions on this form are shown in Appendix A.
 - ii) We will strongly encourage guests to take a LFD test the day before or the day of their visit (prior to arrival)
 - iii) Regularly washing hands and using hand sanitiser points.
 - iv) Keeping physical distance from other guests and the resident community and using a face covering in communal venues.
 - v) Leave rooms set up as they are found, for example, not moving the chapel chairs or moving to another seat in the dining room.
 - vi) Not socialising in groups of more than 6 indoors.
 - vii) Consider for themselves how many people from different households that they socially interact with each day, especially the number of extended conversations. Try to have

extended conversations outside if possible, or in more spacious areas such as the Main Lounge

- (b) There are also some important things that guests need to be aware of before booking:
 - i) We may have to cancel your booking at very short notice.
 - ii) You may need you to leave St. Oswald's at very short notice – for example, a fellow guest or community member testing positive for COVI-19
 - iii) We may have a little less flexibility about the dates we can offer you at the moment. This is so we can comply with the regulations set out in this document.

6. Communication with Guests

- (a) Visits to St. Oswald's will be significantly different during this time, and so communicating this to our guests will be important to help them decide if they want to come and also to help them feel relaxed and comfortable when they are staying at here.
- (b) **The information on the website needs** to help people understand what a visit to St. Oswald's at this time will be like and whether they want to visit on this basis or not. Some people might be anxious that what we're offering isn't safe enough for them and others might feel that things are too restrictive - we need to manage people's expectations, try to show them what a visit would look like, so they can make their own informed decision.
- (c) **The information on the website would include this risk assessment** but more importantly a Guest Summary of this document, which would be much briefer and more accessible. Once guests make a booking, the pre-visit information will include key points about the new arrangements during this time.
- (d) There will also be a brief welcome leaflet in bedrooms and the opportunity on arrival for guests to ask any questions they may have.

7. Symptom Plans

- (a) The most common symptoms of COVID-19 are recent onset of any of the following:
 - i. A new continuous cough
 - ii. A high temperature (37.5 C or higher)
 - iii. A loss of, or change on, normal taste or smell
- (b) **Guest Symptom Plan**
 - i. If during their stay, a guest develops one or more of these symptoms, even mildly, they must immediately inform a community member and then remain in their room until given further instructions.
 - ii. If the guest has their own car, they will be asked to return home if at all possible.
 - iii. If for whatever reason this is not possible in a fairly short timeframe, the guest will probably be moved into a suitable room, preferably a self-catering unit. They will need to get a PCR test and if the result of this test is positive, will have to self-isolate for 10 days.

- iv. The other guests would be asked to leave as soon as possible and by the next day at the latest. During this period we would strongly encourage guests to have very little social interaction and we would halt our communal times in the chapel.
- v. Community would carry out their routine LFD test and act according to the results as described in Section 4.

(c) Community Symptom Plan

- i. The Symptom Plan for a community member developing symptoms of COVID-19 is shown in Appendix B.
- ii. The community live as a single household, so this scenario necessitates the whole of community to isolate for 10 days, or until the community member with symptoms has a negative PCR test result. As things stand, this would mean that all guests would need to return home as soon as possible, in the same way as described in 7. (b) above.
- iii. Any guests booked for the following 10 days would also need to be cancelled, unless the community member with symptoms has a negative PCR test result.

8. General Control Measures

There are a number of standard measures that will be used widely throughout the house:

- (a) Encourage everyone to wash hands frequently using hot water and soap for at least 20 seconds.
- (b) There will be a number of hand sanitiser points throughout the building. These points are located for two specific purposes:
 - i) At entry points to the building - to reduce contamination of contact surfaces in St. Oswald's House being brought in from outside, when welcoming people as they arrive
 - ii) At points of entry to specific rooms or other parts of the building – to minimise any onward contamination of contact surfaces being brought in from outside.
- (c) Physical distancing - room and furniture layouts will be set up to facilitate physical distancing between different households.
- (d) If at all possible, public spaces will have some windows open to provide ventilation.
- (e) Where possible we will have multiple sets of items that can be alternated between different groups of guests. The main example of this is with having different sets of books in the chapel.
- (f) Having multiple sets of items will allow them to be left unused for 72 hours, where possible, which greatly helps to eliminate any viral contamination. This 72 hour quarantining is used as an additional measure to other cleaning methods.
- (g) Frequent sanitising using a commercial viricidal cleaner of common contact surfaces in the chapel and main house hallway such as door handles, fingerplates, light switches etc.
- (h) When carrying out cleaning tasks or handling items used by other households, community members will wear disposable gloves or be extra vigilant and frequent with hand washing / sanitising to protect themselves and to avoid contaminating other things they touch.
- (i) The wearing of face coverings whilst moving about in indoor public spaces is mandatory for everyone unless they are have a specific exemption. This is also the case when sat in a venue with more than 6 people and is required for worship in the Chapel.
- (j) When people are sat in a venue in a seating cluster with 6 or less seats, they can choose not to wear a face covering.

- (k) There will be a sign on the main entrance door to remind people about these requirements for wearing face coverings.
- (l) When community and volunteers are in work spaces not accessible to guests, face coverings do not need to be worn. Community and volunteers need to take reasonable steps to maintain physical distancing in work spaces.

9. Arrivals

- (a) Hand sanitiser to be used on entry in to the building. This is situated on the small table just inside the front door
- (b) We anticipate our guests arriving at different times. However, in the unlikely occurrence of two households arriving at the same time we may have to ask one household to wait at a distance until a community member is free to help them.
- (c) Community member on reception for check-in may wear a face visor rather than a face covering for a warmer initial welcome. Community members will be reminded to keep physically distant at all times. Door keys that are usually handed out at check-in will now to be put in bedrooms in advance.

10. Bedrooms

- (a) When guests leave, the rooms will normally be left for a minimum of 24 hours between guests. When the bedrooms are cleaned, community members will use a viricidal cleaner on contact surfaces as well as the usual specific cleaning products. They will wear gloves or be extra vigilant and frequent with hand washing / sanitising to protect themselves and to avoid contaminating other things they touch.
- (b) Guest information sheets will be replaced for each guest and give out information as it's requested.

11. Toilet & Bathroom Provision

- (a) Self-catering guests will be staying in accommodation with its own dedicated toilet and bathroom. Within the main house, guests will be staying in non en-suite rooms but will have facilities allocated to each bedroom/household for their sole use. There will be a sign on the door of the facilities to show which bedroom(s) they are allocated to. Guests will be asked to only use the toilet facilities linked to their bedroom for the duration of their stay.
- (b) It will not be possible to quarantine facilities for 72 hours between groups of guests. When cleaning these facilities, community members will use a viricidal cleaner on contact surfaces as well as the usual specific cleaning products. They will wear gloves and also be vigilant with hand washing / sanitising afterwards.
- (c) The toilet in the downstairs community room will be set aside for use by community and volunteers only.
- (d) A community member will show guests to their rooms wearing a face covering and keeping appropriate distance where possible. Community members can help carry guests bags but they should wash or sanitise their hands between helping different guests.

- (e) An information/welcome sheet will be placed in each room and guests will be given an opportunity to ask any initial questions they may have. We will emphasise that we are happy to answer any others questions as and when they arise.
- (f) If during their stay, guests want to talk to a community member they can call the office and leave a message, or come to the front door and ring the bell.

12. Chapel

Hand sanitiser should be used on entry to the Chapel. There will be sanitiser inside the external entrance to the chapel and also on the steps leading to the Chapel from the Library

- (a) Face coverings need to be worn in the Chapel for all public worship except when someone is specifically taking part in leading a service or music. Speakers / leaders may consider using a face visor.
- (b) There will be allocated seats for guests that they use for the duration of their stay – these will be labelled with their room numbers. Seating between households needs to be physically distanced.
- (c) Each seating position will have a variety of books used for worship. All these will be quarantined before being used again.
- (d) Chairs to be cleaned between groups of guests using viricidal cleaner. Regular polishing will also be required to protect the wood from damage by this regular cleaning.
- (e) The piano will not be available for use by guests.
- (f) We will be able to share spoken, but not sung worship.
- (g) We will be offering communion on a Sunday, but we will not use a shared cup, or physically share a sign of the peace.

13. Dining Room

- a) There are two large tables in our dining room and so we will arrange the seating according to the numbers in the house and in each household/bubble, ensuring sufficient distance between each person/household. Guests will have the same seat for the duration of their stay.
- b) Community members will only join the guests for a meal if the guest numbers are sufficiently low that there is enough to space to sit at an appropriate distance.
- c) The community member or volunteer serving food will wear a face covering and regularly use hand sanitiser.
- d) Because guests sit in the same seat during their stay, sundry items for each individual guest/household will be on a tray at each table place setting. Guests can access these items directly themselves which gives them as much control as possible but also speeds up serving. These items include:
 - Paper napkins (at end of stay, quarantine unused napkins for 72 hours)
 - Salt & pepper pots (at end of stay, cleaned with viricidal cleaner)
 - Jam, marmalade & sugar (at the end of the stay, empty and discard waste, clean jar in dishwasher and refill for next visit)

- e) Other items such as sauce, butter etc will be decanted into individual pots and given to each household as and when required.
- f) Sundry items tray cleaned in the dishwasher at the end of stay
- g) Tables are cleared after all guests have left the Dining Room - clear onto a trolley with a soapy water container for cutlery - use hand sanitiser after clearing tables.
- h) At end of meal, move the chair well away from the table and put the tray with the sundry items on the chair (this avoids the tray and its contents getting sprayed) - clean the table with warm soapy water, spray with viricidal cleaner, leave for 5 minutes, dry with a clean tea towel and then re-lay the table including putting the items from the chair back onto the table. The tea towel will then be placed in the kitchen washing basket.

13.1 Breakfast

- a) The Dining Room is open from 8:15am to 9:00am. Guests may enter as soon as the door is open.
- b) Milk jug for each guest - soya milk, etc. for guests with non-dairy special diets. Any leftover milk in these jugs at the end of breakfast will need to be thrown away.
- c) Tea and coffee are served to the table.
- d) Cereals, porridge, yogurt, grapefruit, prunes, fruit and fruit juice will be self-service. There will be hand sanitiser provided to be used before and after handling serving spoons, although there will be multiple spare serving spoons for guests who'd be happier to use a new one.
- e) A community member will take orders for toast, bringing it to the table as required and sanitising their hands before serving.
- f) Community member to clear cereal bowls as guests finish, creating space for toast as required. Clear used crockery to the trolley with soapy water container for cutlery, using hand sanitiser immediately afterwards and before serving any food.

13.2 Lunch & Evening Meal

- a) Lunch is at 1pm and Dinner is at 6pm. Guests may gather in the hall or main lounge until the dining room is open. Guests will then be seated and a community member will say grace prior to serving the meal.
- b) A water bottle or jug for each guest/household (at end of meal, clean in dishwasher)
- c) Community member wearing face covering to serve food from trolley and to place in front of each guest.
- d) Small bowl of accompanying food such as salad/vegetables or small jugs of gravy, sauce, custard etc to be placed at the table setting of each guest/household so that guests can serve themselves.
- e) Community member to clear crockery when all guests have finished. Clear used crockery to the trolley with soapy water container for cutlery, using hand sanitiser immediately afterwards and before serving any food.
- f) If wine is being offered at an evening meal, wine glasses will be set on the tables and a community server will come around with wine bottles to the tables to fill the wine glasses.

14. Lounges

- a) Hand sanitiser is available in both lounges and is to be used on entry and exit.
- b) Physical distancing between people from different households needs to be maintained.
- c) A limit of 6 people from multiple households in either lounge at any one time. There can be more than 6 if these are from one or two households.
- d) One household per sofa.
- e) Contact points and surfaces will be cleaned daily with viricidal cleaner.

15. Library & bookshelves

- (a) Guests will be able to use the library as long as distancing measures are observed.
- (b) Guests will be encouraged not to touch the books, but where possible, to look at them and decide what they would like to borrow. Guests are encouraged to use hand sanitiser before handling books.
- (c) If they remove a book from the shelves and then decide they don't want to borrow it they will place it in a marked box in the library. The box will be dated and emptied at regular intervals, with the books returned to the shelves after quarantining for 72 hours.
- (d) There are bookshelves in the main lounge, small lounge, entrance hall and guest corridor. We are happy for guests to borrow these, but ask that, like the Library books, any books borrowed are returned to the marked box in the library so that they can be quarantined appropriately.

16. Hilda Room, Summer House and Cockpit

- a) These rooms are available for use by all of our guests, including those who are self-catering. We ask that just one household uses the Summer House and Cockpit at any one time as there's no opportunity for physical distancing. The Hilda room can be arranged to accommodate two households.
- b) Hand sanitiser will be placed at the entrance to these buildings and they will be cleaned regularly.

17. Art Room

The Art Room will be available from July 19th onwards. If you would like any art materials before then, please ask as we have plenty.

- *Adapted from Scargill Movement's Risk Assessment with thanks*

Appendix A

Pre-Visit Self-Declaration Form Questions

This form is to be completed the day before your visit. It will be on our website where you can submit it online or if you don't have easy internet access, you can phone the office and we can complete the form online for you while you're on the phone.

1. Do you currently have, or have you experienced in the last 14 days, any of the COVID-19 symptoms below, even if only mildly?
 - (a) a new continuous cough
 - (b) a high temperature (37.5°C or higher)
 - (c) a loss of, or change in, your normal sense of taste or smell
2. Have you felt physically unwell with any other symptoms in the last 14 days?
3. Have you had any close contact with, or cared for, someone diagnosed with or suspected of having COVID-19 within the last 14 days?

If you have answered Yes to any of these questions, you should not come on your planned visit to St. Oswald's.

NHS Test & Trace

In order for you to visit St. Oswald's, we are legally required to get your consent to use your contact details, if needed, to support the NHS Test and Trace programme.

In line with guidance issued by the Department for Health and Social Care, we will keep your details on this form safely and in compliance with GDPR legislation for 21 days after your visit, before securely disposing of or deleting them. We will only share your details with NHS Test and Trace, and only if asked in the event that it is needed to help stop the spread of COVID-19.

Do you agree to your data being used for NHS Test and Trace? Yes/No

Signed:

Print name:

Appendix B

COVID-19 Symptom Plan - Notes for Community

1. The most common symptoms of COVID-19 are recent onset of any of the following:
 - a new continuous cough
 - a high temperature
 - a loss of, or change in, your normal sense of taste or smell
2. If you have one or more of these symptoms, even mildly, you must take this action:
 - Immediately inform Paul or Jackie, ideally by phone or radio
 - Go straight to your room and remain there on your own until given further instructions by Paul or Jackie
 - (If Paul or Jackie have one or more of these symptoms they will contact Michyla and follow the procedures below)
3. You will need to self-isolate at home for a minimum of 10 days. Someone will be allocated to help look after you. You can stop self-isolating after 10 days but only if you feel better and no longer have a high temperature.
4. You can go outside within the gardens for short periods to walk and for fresh air but you must stay as far away from everyone else as is possible, eg. 5m or more.
5. As we are living as a single household, all community members would also need to isolate. If they are tested for Covid-19 and have a negative result they may return to work.
6. We would need to do this in our existing accommodation units without any moves.
7. If this situation occurs, we would need to be particularly vigilant with the infection control measures we have outlined previously - regular hand washing; correct use of paper tissues for any coughs and sneezes; regular viricidal sanitising of common contact surfaces; not using common towels; regular cleaning of shared spaces especially toilets and bathrooms, etc.
8. There would be no access to the main house apart from designated people from one household to deal with food and post - who this is will depend on who has the symptoms and the people least likely to have had close contact with them.
9. If community have to isolate in this way, we would again be restricted to staying on the estate even for exercise; having no visitors from outside St. Oswald's onsite; not going inside other household accommodation and when outside keeping at least 2m from people from other households.
10. The 10 day isolation period for the rest of community starts again from the day the last person develops symptoms.
11. **If you are instructed to self-isolate by the NHS Test & Trace system, you must take the same initial action given in point 2 above.** You will need to self-isolate for 10 days but the rest of community can continue as normal unless you go on to develop symptoms. More detailed instructions will be given should this situation occur.