

Foxhills

MANAGEMENT RISK ASSESSMENT

Department: Leisure	Area/Task: Spa within the Health Spa building. Opening scheduled for 1 August 2020	Assessor/s: Chris Fitt/Jen Pearce/ Sarah Barrett/Steve Barrass	Date: 28-31 July 2020	RA Ref No: FOX/L/S/MRA
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Note: This risk assessment is subject to change following any industry specific announcements by the UK Government and subsequent guidance from ministers.

ASSOCIATED RISK ASSESSMENT (RA) DOCUMENTATION

Manual Handling RA Ref: Currently not applicable	COSHH RA Ref: Currently not applicable	DSE RA Ref: Currently not applicable	Lone Working RA Ref: Currently not applicable	Young Person RA Ref: Currently not applicable	Fire Risk Assessment Ref: Currently not applicable
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Hazard Identification and Initial Risk Level Classification

Within the department, review the work area or tasks that are undertaken. Consider the **significant** hazards in the work area or within the task or job. Observe all the work area or how the task is undertaken. When conducting this assessment, ensure you consult personnel who work in the area or who are involved in or may be involved in the task. Allocate a risk rating and consider if the risks are adequately controlled.

Step 1 IDENTIFY THE HAZARDS												
1	Slips & Trips	6	Storage, space & obstructions	11	Use of vehicles & buggies/driving at work	16	Fire hazards	21	Food preparation/allergens	List any specific Hazards:		
2	Storage at height Falling objects	7	Use of electrical equipment	12	Working outdoors/extremes of weather	17	Flammable materials	22	Extremes of temperature	26	Contracting Covid-19	✓
3	Inappropriate housekeeping	8	Use of portable tools	13	Working at height	18	Work in confined spaces	23	Lone working	27		
4	Manual handling tasks/activities	9	Fixed work equipment	14	Noise & Vibration	19	Work with hazardous substances	24	Out of hours/night working	28		
5	Display screen equipment	10	Lighting levels – internal/external	15	Naked flames	20	Condition of the building/structure	25	Violence or verbal abuse to staff	29		

Proceed to Step 2 and list the hazards that have been identified, along with what is being done to control the risk and any further action to eliminate or reduce the risk

Step 2 EVALUATE THE RISK CONTROLS						
Hazard No	Hazard Description	Who could be harmed?	Existing Control Measures	Is the risk adequately controlled?		Further action to reduce the risk
				Risk H/M/L	YES NO	
Covid-19 Generic						
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<u>Hand Washing</u> <ul style="list-style-type: none"> Hand washing facilities with soap and hot water in place. Stringent hand washing taking place. See hand washing guidance. https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ Drying of hands with disposable paper towels or hand driers. 	M	✓	Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, kill it and to avoid touching face, eyes, nose, or mouth with unclean hands.

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Covid-19 Generic									
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<ul style="list-style-type: none"> Gel sanitisers (60% alcohol based) in any area where washing facilities not readily available 	M	✓				
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<p>Cleaning Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches using appropriate cleaning products and methods.</p>	M	✓		Checks will be carried out by Managers/Duty Manager to ensure that the necessary procedures are being followed.		
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<p>Social Distancing Workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government - 2m, or 1m with risk mitigation. Where 2m is not viable, you should consider and set out the mitigations you will introduce.</p> <p>Further mitigating actions include:</p> <ul style="list-style-type: none"> Further increasing the frequency of hand washing and surface cleaning. Keeping the activity time involved as short as possible. Using screens or barriers to separate staff from each other and staff from customers at points of service. 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 Finally, if people must work face-to-face for a sustained period with 	M	✓		<p>Staff to be reminded daily of the importance of social distancing both in the workplace and outside of it.</p> <p>Management/Duty Manager checks to ensure compliance.</p>		

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Covid-19 Generic									
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<ul style="list-style-type: none"> more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment. In your assessment you should have regard to whether the people are especially vulnerable to COVID-19 <p>Relocating workers to other tasks. Conference calls to be used instead of face to face meetings.</p> <p>Ensuring sufficient rest breaks for staff. Social distancing also to be adhered to in canteen and smoking area.</p>	M	✓		<p>Staff to be reminded daily of the importance of social distancing both in the workplace and outside of it.</p> <p>Management/Duty Manager checks to ensure compliance.</p>		
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<p>Wearing of Gloves</p> <p>Where the wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.</p>	M	✓		<p>Management/Duty Manager checks to ensure compliance.</p>		
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<p>Face Coverings</p> <p>Tasks and activities fall outside of a clinical setting. The role of PPE in providing additional protection is extremely limited. Other controls should be used such as screens, social distancing, increased hand/surface washing/wearing gloves. However, a face covering and/or a face visor may be worn in enclosed spaces where social distancing is not possible. Face coverings are available to staff from their manager.</p>	M	✓		<p>Evidence from PHE confirms that the benefit of using a face covering is weak compared against other ways of managing Covid-19 risk. Social distancing, increased hand and surface washing and wearing gloves.</p> <p>If worn, dispose of face covering in a secure bin prior to leaving the complex.</p> <p>Management/Duty Manager checks to ensure compliance.</p>		

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Covid-19 Generic									
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<p><u>Symptoms of Covid-19</u></p> <p>If anyone becomes unwell with a new continuous cough or a high temperature, or loss of taste or smell in the workplace, they will be sent home and advised to self-isolate at home for 14 days and contact 111.</p> <p>Report the situation to the Duty Manager who should take immediate action and complete an Incident Form.</p>	H	✓		<p>Internal communication channels and cascading of messages through HR/managers will be carried out regularly to reassure and support employees in a fast-changing situation.</p> <p>HR and the relevant managers will offer support to staff who are affected by Coronavirus.</p>		
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<p><u>Mental Health</u></p> <p>Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p> <p>https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</p> <p>www.hse.gov.uk/stress</p>	M	✓		<p>Regular communication of mental health information and open-door policy for those who need additional support. Initially contact relevant manager or Hospitality Action</p> <p>Hospitality Action 0808 8020282 www.hospitalityaction.org.uk</p>		

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Access									
26	Access/Security Common point of contact when entering the pro shop and toilets.	Members, Guests & Staff	Essential doors will be left open if members of staff are in attendance. Where this cannot be achieved essential security doors will be cleaned with disinfectant every 60 minutes.	M	✓		Cleaning staff/departmental staff allocated specifically to complete cleaning tasks in this area. Managers and staff to monitor area/situation to ensure compliance		
26	Access Doors Common point of contact when moving through the clubhouse building.	Members, Guests & Staff	Opening of leisure outlets authorised by the UK Government. Opening of the spa for treatments scheduled for 15 August 2020 based on implementation of SOP and specific training.	M	✓		Cleaning staff/departmental staff allocated specifically to complete cleaning tasks in this area. Managers and staff to monitor area/situation to ensure compliance		
26	Building Access Unauthorised access	Members, Guests & Staff	Access to the building there will be via an area outside Health Spa, clearly marked with signs. Access to the building will be by membership card or guest key card only to ensure that we comply with the requirements of the government track and trace system	M	✓		Managers and staff to monitor area/situation to ensure compliance		
26	Building Access Spread of Covid-19 Coronavirus	Members, Guests & Staff	A Perspex screen will be on the spa reception desk and the gates will still be in use. Hand sanitiser station available on entry. A member of the team on the Reception desk to handle bookings, telephone enquiries and managing the flow of entry.	M	✓		Managers and staff to monitor area/situation to ensure compliance		
26	Building Access Spread of Covid-19 Coronavirus	Members, Guests & Staff	Entry to the spa will be through the main Health Spa entrance, clearly marked with signs. Exit from the spa will be via the fire exit on the way to the Yoga Cabin, clearly marked with signs	M	✓		Managers and staff to monitor area/situation to ensure compliance		
Spa Treatment Rooms									
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	There will be a reduced treatment menu for guests to choose from within the spa. The amount of treatment slots will be reduced as time between treatments will increase to ensure a thorough cleaning takes place to ensure that each treatment is completed safely.	M	✓		Managers and staff to monitor area/situation to ensure compliance		

Spa Treatment Rooms						
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	Additional questions around COVID will be added into the guest consultation form. If any answers are a "yes" we will not be able to proceed with the treatment. Consultation form to be sent back by client no more than 24 hours before appointment. Advise client to bring their own water bottle for re-hydration and own towel.	M	✓	Managers and staff to monitor area/situation to ensure compliance
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	The therapist will take the clients temperature with a thermometer. If this is 37.5 or greater, take their temperature a second time 5 minutes later in case temperature is raised temporarily. If the client has a temperature the treatment will not go ahead, guests informed.	M	✓	Managers and staff to monitor area/situation to ensure compliance
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	Hand sanitizer station in treatment corridor. One treatment room allocated to one specific therapist. Each treatment room to have their own cleaning supplies - spray/ wipes Clients to change in the treatment room. Some treatments clients to have a shower beforehand in the treatment room. No communal sharing of equipment. Air conditioning will be on to allow maximum ventilation	M	✓	Managers and staff to monitor area/situation to ensure compliance
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	Therapist to wear visors for all treatments, they can wear masks if they would like to. A minimum of 15 minutes between each treatment with a new client for thorough cleaning. If one client is having 2 treatments back to back i.e. 30-minute massage & 30-minute facial there does not need to be a gap as they will stay in the room with the same therapist. A maximum of 60 minutes of treatment per individual client, except nails	M	✓	Managers and staff to monitor area/situation to ensure compliance

Spa Treatment Rooms						
26	Spread of Covid-19 Coronavirus	Members, Guests & Staff	<p>Clients are not to have treatments with multiple therapists.</p> <p>Any disposable items, nail files, foot files & buffers cannot be reused on another client. Spatulas must be used to remove products from pots</p> <p>Spatulas cannot be dipped into a wax put more than once</p>	M	✓	Managers and staff to monitor area/situation to ensure compliance
			<p>Treatment bed to be stripped, disinfected, and re-dressed after each client. Bins to be emptied after each client.</p> <p>After the treatment, the client is to leave using the one-way system. The relax room is to remain closed. Towels will not be available.</p>			
Phased Opening of Facilities						
26	Staff consultation Lack of understanding/information	Staff	Managers, supervisors, and staff consulted by phone, e mail and a meeting prior to return. Covid-19 control measures being implemented explained and discussed. Any concerns noted.	M	✓	Follow up visit on site to confirm implementation
26	Phased opening Unauthorised access to facilities	Members, Guests & Staff	Leisure outlets allowed to open following a UK Government announcement and specific Covid Secure industry guidance. Department/area/task specific Covid-19 risk assessments and SOP undertaken prior to opening. Risk assessments made available on Foxhills website.	M	✓	Managers and staff to monitor area/situation to ensure compliance
26	Unsafe working practices Contracting/spreading virus	Members, Guests & Staff	Following the completion of the department Covid-19 risk assessments, drafting of an activity specific Safe Operating Procedure, SOP. Training session designed around the SOP criteria.	M	✓	Managers and staff to monitor area/situation to ensure compliance
26	Staff returning to work Lack of information	Staff	Covid-19 specific information package available to all staff returning on Selima HR system. Staff confirm understanding with electronic signature/confirmation. Training session completed, on site, prior to first day by department by Training Co-ordinator. Staff sign SOP and training record confirming understanding.	M	✓	HR Director to monitor the situation to ensure compliance

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26	Cleanliness Buildings/areas/departments	Members, Guests & Staff	Additional cleaning completed by departmental staff and specialist contractors when required. Hard surfaces and common touchpoints (handrails, doorknobs, elevator buttons) will be routinely wiped using FAD GreenShield and the spa will be hydrogen peroxide fogged (HPV/HPF) using a Hydrogen Peroxide solution @ 6.5%, each evening.	M	✓		Managers and staff to monitor area/situation to ensure compliance		
26	Spread of Covid-19 Coronavirus Lack of customer confidence Test and Trace	Members & Guests Members &, Guests	Covid-19 specific information on website for guests and leisure opening guideline e mailed to members. Foxhills Charter displayed on website. AA Covid Confident accreditation BY accessing the building with a membership card everyone should assist this service by keeping a temporary record of your customers and visitors for 21 days, in a way that is manageable for your business, and assist NHS Test and Trace with requests for that data if needed.	M	✓		General Manager/Manager to monitor area/situation to ensure compliance General Manager/Manager to monitor area/situation to ensure compliance		

