

Motability Risk Assessment Sheet - 0011

<p>SECTION 1: CONTROL DATA DEPARTMENT : Field Team, Grants</p> <p>RISK – Hotels during COVID 19</p> <p>LOCATION OF RISK: Hotels</p>	<p>RISK ASSESSOR: Jackie Smith</p> <p>ASSESSMENT DATE: 8th July 2020 reassessed 8th January 2021, reassessed 5th March 2021</p> <p>PLANNED REASSESSMENT: As further guidance on COVID-19 becomes available, at the latest 8th January 2022</p>
<p>Motability are assessing the risks faced by the Field Team when staying away in hotels during the COVID-19 pandemic.</p>	

Section 2: INITIAL ASSESSMENT

Section 2: Q1 DESCRIPTION OF RISK & POTENTIAL HARM:

Increased risk of exposure to Covid-19 due to visiting and staying in public venues.

1. Transmission at reception check in/out with receptionist, automated check in booth, card machine, signing paperwork
2. Transmission from contact surfaces – lifts, doors
3. Transmission in the room due to cleaning procedure between guests - surfaces, bedding etc.
4. Access to evening meals, many adjoined restaurants currently closed
5. Access to breakfast, restaurants closed
6. Developing symptoms while staying in a hotel

Section 2: Q2 WHO IS EXPOSED TO THIS RISK:

MDA (Mobility & Driving Advisors), their family, demonstrators and customers.

Section 2: Q3 CONTROLS CURRENTLY IN PLACE TO MINIMISE THIS RISK

Motability recognise the need for the field team to be able to stay overnight for the purpose of safe travel.

Motability tend to use Premier Inn, Travelodge and Manor of Groves as places to stay and for each of these we understand the additional measures that have been introduced to combat Covid -19. Where possible MDAs should use these chains of hotel.

Where it is not possible due to the remote location of the customer, the MDA should ensure they are satisfied that there are appropriate measures in place to minimise exposure to Covid-19.

MDAs should ensure they are comfortable with the measures in place when staying at hotels, if there are any concerns they should find somewhere more suitable to stay and notify their line manager.

Premier Inn have introduced the following safety procedures during COVID-19:

- Perspex screens in reception to help minimise contact
- Increased frequency of cleaning high-touch areas with anti-viricidal sanitising spray
- Laundering all linen at over 60 degrees
- Pre-prepared breakfast boxes available for delivery to room
- Auto-dispense hand sanitiser in public areas
- Replacing shower curtains after every stay
- Face masks optional for hotel staff
- Letter provided on arrival outlining procedure if symptoms develop
- When restaurants reopen breakfast will be order to table instead of buffet
- From 28th July some restaurants will offer dinner delivered to the room
- If staying for more than one night rooms will not be cleaned until check out

Travelodge and other chains have similar procedures in place but independent hotels may not have such a comprehensive plan. MDAs could also consider:

- Checking other hotels' procedures before booking
- Using own pen to sign check in paperwork
- Hand sanitising after picking up room key
- Wearing a mask in reception if social distancing not possible

Manor of Grove

Our Guest Promise

- Our guests will know and have come to expect, that exceptional service, pristine housekeeping, hygiene and safety have always been amongst our values at Manor of Groves Hotel and delivering these consistently is part of our commitment on a daily basis.
- We confirm that we have complied with the Covid-19 Secure guidance on managing the risk of Covid-19. Due to the changing nature of the situation and therefore the guidance that will arise as a result, our procedures and operations will be constantly reviewed and updated where necessary.
- We are asking for the support and assistance of our guests in this new environment so that we can manage the Covid-19 health crisis and ensure that our guests and hotel team can feel safe and comfortable.

What you as guests can do to help

- We kindly ask that if at any time that you or someone in your household or 'bubble' experience Covid-19 symptoms such as high temperature, new continuous cough or change to your sense of taste & smell, please follow the UK Government guidelines and advice (www.gov.uk/coronavirus).
- If this is the case, then please contact us and we will reschedule your stay to another time. For anyone arriving in the UK from overseas please ensure any quarantine requirements for arrival from the country you have departed are met before visiting the Manor of Groves.

Section 2: Q4 - WHAT IS OUR INITIAL ASSESSMENT OF THE RISK:

Current risk is **medium**.

Staff do face risks when staying in hotels but these are similar to visiting services for toilet breaks, refreshments, lunch, and refuelling. We are relying on hotels to have safety procedures in place and their staff sticking to them.

If MDAs have any concerns in respect of their stay over, they should notify their line manager and change location.

SECTION 3: THE RE-ASSESSMENT - 8th January 2021

Section 3: Q1 - WHAT NEW RISKS HAVE BEEN IDENTIFIED?

The Covid-19 virus has a new strain which is more transmissible and infection rates have increased. As a result the country has been placed into a national lockdown.

Due to this staff have been asked to work from home where possible. It has been agreed that at the current time the field team will not undertake customer assessments and test drives.

Section 3: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE

No additional measures have been introduced.

Motability are working in accordance with the latest Government guidance with all staff working from home where possible and therefore hotel stays are not currently necessary.

When lockdown ends the situation will be reassessed.

Section 3: Q3 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

The risk is currently deemed HIGH as there is a possible to likely chance of transmission of the virus with potentially fatal consequences.

Section 3: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT

Jackie Alexander

Cheryl Hodgson

Paul Venter – Independent Health & Safety Advisor

SECTION 4: FURTHER RE-ASSESSMENT – DATE

Section 4: Q1 - AFTER THE RE ASSESSMENT - HOW HAS THE RISK CHANGED?

The Covid-19 virus has a new strain which is more transmissible and infection rates have increased.

Section 4: Q2 - WHAT NEW CONTROLS HAVE BEEN PUT IN PLACE?

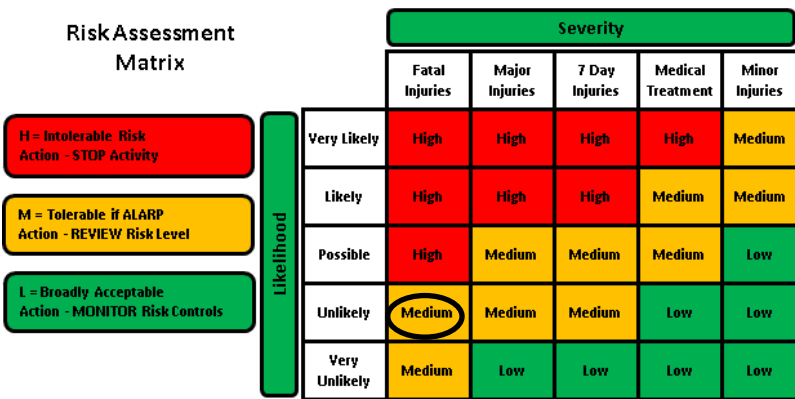
Assessments will resume on 12th April 2021 following Government guidance, this will mean the need for hotel stays, we are back to all our previous controls and measures, with the addition of daily testing for all Field Team assessors, if an assessor tested positive, further advice would be taken on future testing for the Field Team.

Section 4: Q3 - AFTER REASSESSMENT HOW HAS RISK CHANGED?

The risk is at medium due to appropriate measures which have been implemented.

Staff do face risks when staying in hotels but these are similar to visiting services for toilet breaks, refreshments, lunch, and refuelling. We are relying on hotels to have their own safety procedures in place, as per previously advised and if needed we can obtain a copy from their website.

Section 4: Q4 - WHO WAS INVOLVED IN THE REASSESSMENT?



This Initial Risk Assessment is Medium

Assessors Name: Jackie Smith Cheryl Hodgson	Signed:	Date
Department Manager: Lisa Jones	Signed:	Date:
Facilities Office: Steve Wright	Signed:	Date

Re-assessment of risk is HIGH

Assessors Name: Jackie Alexander	Signed:	Date 15/01/21
Department Manager: Lisa Jones	Signed:	Date:

Facilities Office:	Signed:	Date
--------------------	---------	------

Re-assessment of risk is medium

Assessors Name: Jackie Alexander	Signed:	Date 05/03/21
Department Manager: Lisa Jones	Signed:	Date:
Facilities Office:	Signed:	Date

Re-assessment of risk is medium

Assessors Name: Jackie Smith	Signed:	Date 05/03/21
Department Manager: Lisa Jones	Signed:	Date:
Facilities Office: Michelle Pewter	Signed:	Date