

Canonteign Falls Limited COVID-19 Risk Assessment

Company name: Canonteign Falls Limited

Assessment carried out by: Kate Baylis

Date of assessment: 9th June 2020. Reviewed: 18th June 2020, 3rd & 22nd July 2020, 1st Sep 2020, 23rd March 2021, 31st May 2021, 2nd March 2022

No.	What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
	GENERAL RISK ASSESSMENT IN THE COVID-19 ENVIRONMENT						
A.	Is government advice being regularly accessed, assessed, recorded and applied?	Staff, visitors, contractors & delivery drivers etc through risk of C-19 infection	Yes, by Directors & Management	Ongoing consideration & assessment of existing measures	Directors & Management	Ongoing	Ongoing
B.	Are changes regularly communicated to staff and visitors?	Staff, visitors, contractors & delivery drivers etc	Yes, by Directors, Management & PR team	Ongoing consideration & assessment of	Directors & Management	Ongoing	Ongoing

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		through risk of C-19 infection		existing measures			
C.	Are changes reviewed by Directors	N/a	Yes	N/a	Directors	Ongoing	Ongoing
D.	Are Social Distancing (SD) and other hygiene rules communicated, understood and applied?	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Yes, by Directors, Management and all staff. SD & Hygiene Rules are covered in CFL COVID-19 Social Distancing & CFL COVID-19 Cleaning Guidelines.	Daily monitoring and reporting of any issues	All staff	Ongoing	Ongoing
E.	Are there sufficient supplies of hygiene materials and are they well placed?	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Yes. Needs are assessed daily by Management with staff input. A List of Hygiene Product locations has been produced.	Daily monitoring and reporting of any issues	All staff will be responsible for reporting low supplies to the Supply Officer (to be decided)	Ongoing	Ongoing

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F.	Has the cleaning regime been regularly assessed and, if necessary, revised to high risk areas such as toilets, door handles, switches, hand rails and regularly used hard surfaces?	Staff, visitors, contractors & delivery drivers etc through risk of C-19 infection	Yes, see CFL COVID-19 Cleaning Guidelines	Daily monitoring and reporting of any issues	All staff but in particular cleaning staff	Daily	Ongoing
G.	What precautions are being used to keep shared equipment (tills, card machines etc) hygienic?	Staff & visitors through risk of C-19 infection	Yes, see CFL COVID-19 Cleaning Guidelines	Ongoing on a daily basis	Staff member using equipment	Ongoing	Ongoing
H.	Are risk areas being regularly monitored for hygiene?	Staff & visitors through risk of C-19 infection	Yes, see CFL COVID-19 Cleaning Guidelines	Ongoing on a daily basis	Staff member in charge of that particular area on any one day	Ongoing	Ongoing

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I.	Are all the identified risks being properly mitigated and regularly reassessed?	Staff, visitors, contractors & delivery drivers through risk of C-19 infection	Yes, see CFL COVID-19 Cleaning Guidelines	Ongoing on a daily basis	Staff member in charge of that particular area on any given day	Done/ ongoing	Done
J.	Are communication channels working and being reviewed? Email, text, website, Facebook, Instagram, Twitter etc	Staff, visitors, contractors & delivery drivers through risk of C-19 infection	Yes. Re: Staff - all contact details have been updated. Re: Visitors: PR team regularly update website & other social media.	Ongoing on a daily basis	PR team in conjunction with Kate Baylis, GM & Lianne Bell	Done/ ongoing	Done
K.	Is there a feedback system in place to ensure best practice and two-way communication for staff, visitors and directors	Staff, visitors, contractors & delivery drivers through risk of C-19 infection	Yes. Staff have Directors & Management contact details to raise any concerns. Visitors can contact CFL through contact	Ongoing on a daily basis	All staff & directors	Done/ Ongoing	Done

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			details on website or via social media or via Feedback Forms available on site in the shop.				
L.	Has anyone been nominated to be responsible for COVID-19 matters, are their contact details known and are they on call?	N/a	COVID-19 Officers are Kate Baylis, Amy Greenman and Lianne Bell	COVID-19 Officers have been appointed	Directors & COVID-19 Officers	16th March 2022	Done
M.	Is there a system to communicate with staff who have not returned to work for fear of infection?	Staff (wellbeing)	Via Kate Baylis	None at present	Kate Baylis	Ongoing	Done/ongoing
N.	What are the hygiene rules and measure throughout the site?	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	See CFL COVID-19 Hygiene Rules & CFL COVID-19 Cleaning Guidelines which are displayed for visitors	None at present	Directors & management	16th March 2022	Done

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			(Hygiene Rules) and provided to all staff (both).				
O.	Are all staff briefed and regularly updated in COVID-19 symptoms, SD and how these rules apply to Canonteign Falls?	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Staff are given a briefing session before they start work and there will be bi-weekly update meetings once we are open to the public (either face-to-face or by email with a requirement to respond & confirm receipt)	(Original briefings took place between 1-3 July 2020, updated briefings are scheduled for w/b 29 March 2021)	Kate Baylis & management	16 th March 2022	Done
P.	Are social zones (car park, toilets, snack bar queue, café, shop) configured to SD rules?	Staff, visitors, contractors & delivery drivers etc.	Currently no SD rules but this is being kept in review in line with Gov. guidelines	Signage has been updated	Kate Baylis & Estate Manager etc	16 st March 2022	Done

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		through risk of C-19 infection					
Q.	Is there a procedure for delivery drivers to deliver supplies safely and how is this communicated to the drivers before they arrive?	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Drivers to come direct to the Kitchen Deliveries door and instructed to telephone 01647 252434 to announce delivery. Goods to be left outside Kitchen Deliveries door. Once delivery driver has left, goods will then be sanitized and taken to relevant destination by daily runner who will him/herself have relevant training & be wearing appropriate PPE.	Notify known delivery drivers in advance	Person doing the ordering	Done	Done

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	STAFF SAFETY						
1.	Has the Staff Handbook been updated and shared?	N/a	Additional COVID-19 welcome pack and training literature has been annexed to the Handbook	None at present	Management	16 th March 2022	Done
2.	Have all staff contact details been reviewed and updated?	N/a	Completed	Completed	Kate Baylis	Done	Done
3.	Have the staff been provided with contact details for the COVID-19 officers?	N/a	Completed	Complete process	Directors	Done	Done
4.	How are new staff inducted?	Staff, visitors, contractors & delivery drivers etc.	New staff are inducted with an induction course run	None at present	Directors &/or management	16 th March 2022 & ongoing	Ongoing

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		through risk of C-19 infection	in the 48 hours before they begin work.				
5.	Are SD rules clear to staff?	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	No current guidance in place but this will be constantly reviewed	None at present	Management	16 th March 2022	Done
6.	Are the risks of COVID-19 clear and understood by all staff?	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Staff have been provided with COVID-19 Awareness Training package & Symptoms sheet (plus government website details). It has been stressed that should a member of staff, contractor, delivery driver or visitor present with any of	None at present	Management	31 st March 2021	Done

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			these symptoms they should be isolated in the Stables Isolation Area and go home immediately.				
7.	How effective are the hygiene rules i.e. are they being adhered to or is more signage etc required?	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Signage is in place & adherence/adjustment will be monitored daily by COVID-19 Officers	None at present	Management	16 th March 2022	Ongoing
8.	How are staff meetings and staff rooms regulated in terms of space, equipment, resources (kettles, copiers etc), timings, SD and purpose?	Staff through risk of C-19 infection	Subject to the weather, staff are encouraged to take their breaks outside. However, there is also a designated Staff Area of the Stables with staff seating, tables, kettle etc for	None at present	Management	16 th March 2022	Done

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			breaks. Breaks have been timetabled to ensure no more than 2 people are in the area at any one time				
9.	Have protective measures been put in place to protect staff when serving visitors? What are they?	Staff & visitors through risk of C-19 infection	Perspex Sneeze Guards have been fitted at Reception, Café till and Shop till. We have moved to Online Booking & card payments only.	None at present	Management	16th March 2022	Done
10.	Has the level of PPE for staff been assessed? What are the recommendations/outcome?	Staff & visitors through risk of C-19 infection	Government guidance is that neither PPE nor face coverings are mandatory for staff on tills where there are Perspex screens in place (as at	None at present	Management	16th March 2022	Yes

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			Canonteign). However, we will continue to liaise with staff with regards to their individual preferences and standard PPE & face coverings are available for staff from CFL should they wish to use it.				
11.	Are all staff aware of the updated cleaning systems for the point of entry, snack bar, café, shop and toilets?	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Yes, see CFL COVID-19 Cleaning guidelines provided to all staff	None at present	All staff as required	Ongoing	Ongoing
12.	Have unnecessary items been removed from areas such as the café to reduce	Staff & visitors through risk of C-19 infection	Current guidelines do not require this but it	None at present	Management	16 th March 2022	Yes

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	the risk of contamination/number of items to be cleaned?		will be constantly reviewed.				
13.	Do the staff know the procedure if they fall ill either at home or at work? What is the system for recording this and has it been adhered to?	Staff & visitors through risk of C-19 infection	Yes. In the event that they fall ill at work they should immediately inform one of the COVID-19 officers and isolate in the Stables Isolation Area with a face covering on until they are able to return home. They should enter the Stables courtyard via the staff toilet or external entrance. Masks will be available in the Isolation Area.	None at present	Management will ensure staff are aware of protocols by providing training courses prior to opening	31 March 2021	Ongoing

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			<p>The COVID-19 officer will record the date, time, member of staff's name and symptoms (including temperature, if relevant) in a Log Book, along with the time the member of staff left the premises. In the event that a staff member falls ill at home, they should email or telephone Amy Greenman or Lianne Bell as soon as possible to inform them, along with the relevant symptoms.</p> <p>Either way, the person must then</p>				

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			<p>follow the guidance on the Government's website (www.gov.uk) re: the NHS Test & Trace Service & keep one of the CFL COVID Officers updated as to their health</p>				
14.	Are the Directors aware of any pre-existing medical conditions amongst staff that should be taken into account?	Staff (wellbeing)	Staff complete a questionnaire prior to return to work. Replies are recorded & kept securely.	None at present	Directors	16th March 2022	
15.	Has any member of staff tested positive for COVID-19? Has this been recorded?	Staff, visitors, contractors & delivery drivers etc.	Staff complete a questionnaire prior to return to work.	None at present	Directors	16th March 2022	

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		through risk of C-19 infection	Replies are recorded & kept securely.				
16.	Has any member of staff been in contact with anyone who has tested positive for COVID-19? Has this been recorded?	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Staff complete a questionnaire prior to return to work. Replies are recorded & kept securely.	None at present	Directors	16th March 2022	
17.	Has anyone been sent home with COVID-19 symptoms? Has this been recorded?	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	Recorded (& kept securely) since before lockdown but n/a at present.	N/a at present	Management	N/a	
18.	Is there a regular dialogue with those that have suffered from COVID-19 and/or are isolating at home?	Staff (wellbeing)	Yes, insofar as currently relevant	None at present	Directors/management	Ongoing	

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19.	Is anyone shielding another family member and/or has a condition that precludes attendance at work?	Staff (wellbeing)	Staff complete a questionnaire prior to return to work. Replies are recorded & kept securely.	None at present	Directors	29 March 2021	
20.	Is proof required for shielding and/or of individual conditions?	Staff (wellbeing)	No, but discussion will take place between the member of staff and a COVID-19 Officer.	None at present	COVID-19 officer	Ongoing	
21.	Is there a separate area for temperature testing and is it regularly cleaned?	Staff & visitors through risk of C-19 infection	No current requirement for this but it will be constantly reviewed.	None at present	Management	Ongoing	Ongoing
22.	Is temperature testing safe, reflecting SD rules, recorded and kept appropriately?	Staff (wellbeing)	Yes, a ThermoDetect Pro non-contact thermometer is available alongside the Log Book to	None at present	Management	29 March 2021	Done

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			record the temperature (even if normal)				
23.	If the Emergency Services are called, is there a well understood procedure and cleared routes in and out?	Staff, visitors, contractors (inc. Emergency Services themselves) & delivery drivers etc. through risk of C-19 infection	Yes. If an incident necessitates the attendance of the Emergency Services, the ES should be asked to report to reception where from they will be guided to the injured/ill person by a COVID-19 Officer (or failing that, the First Aider on duty). Whichever member of staff first becomes aware of the incident should immediately report it	None at present	Management and staff	Ongoing	

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			to the First Aider on duty and a COVID-19 Officer.				
24.	If essential work is required on site, are contractors supervised and temperature checked?	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	No current requirement for this but it will be constantly reviewed	None at present	Whoever is liaising with the contractor	Ongoing	Ongoing
25.	Have the First Aiders been given updated training on any extra COVID-19 measures necessary in the event of an accident involving a staff member or visitor?	Staff, visitors, contractors & delivery drivers etc. through risk of C-19 infection	4 staff members have taken (either 3 or 1 day) St John's Ambulance First Aid training courses in 2021/22 prior to the season opening date	Further staff members will be trained with St John's Ambulance courses as deemed necessary	Management in conjunction with the First Aiders	16 th March 2022	Ongoing
26.	Have the First Aid supplies and equipment been reassessed and updated for	Anyone in need of such	See above All equipment (e.g. defibrillator) and First	None at present	Management in conjunction with the First Aiders	16 th March 2022	Done

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	all new risks associated with COVID-19?	supplies/equipment, by its absence	Aid supplies have been checked and will continue to be monitored regularly				
27.	What is the policy on washing aprons etc so as to prevent infection?	Staff & visitors, through risk of C-19 infection	No current guideline for this but it is held in constant review	None at present	Staff	Ongoing	Ongoing
	VISITOR SAFETY						
28.	Is there a one way system in place for parking? What is it?	Visitors, staff & contractors etc, risk of C-19 infection	Yes. See CFL One Way System sheet	Signs have been put in place	Management & Estate Manager etc	16 th March 2022	Done
29.	Is there a one way system in place for entering the site? What is it?	Visitors, staff & contractors etc, risk of C-19 infection	No current guideline for this but it is held in constant review and we will retain aspects of our one way system to minimise congestion.	Signs and temporary fencing have been put in place	Management & Estate Manager etc	16 th March 2022	Done

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30.	Is there a one way system in place for walking around the site? What is it?	Visitors, staff & contractors etc, risk of C-19 infection	No current guideline for this but it is held in constant review	See One Way map. Extra signage has been put in place to assist	Management & Estate Manager etc	16 March 2022	Done
31.	Is there a one way system in place for the viewing platform at the top of the Falls? What is it?	Visitors, risk of C-19 infection	No current guideline for this but it is held in constant review	None at present	Management & Estate Manager etc	16 March 2022	Done
32.	Is there a one way system in place for the snack bar? What is it?	Visitors & staff, risk of C-19 infection	No current guideline for this but it is held in constant review	None at present	Management & Estate Manager etc	16 March 2022	Done
33.	Is there a one way system in place for the café? What is it?	Visitors & staff, risk of C-19 infection	No current guideline for this but it is held in constant review	None at present	Management & Estate Manager etc	16 March 2022	Done
33.	Is there a one way system in place for the toilets? What is it?	Visitors & staff, risk of C-19 infection	No current guideline for this but it is held in constant review	None at present	Management & Estate Manager etc	31 March 2021	Done

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			Signage & barriers have been put in place to ensure SD				
34.	Is there a one way system in place for the shop? What is it?	Visitors & staff, risk of C-19 infection	No current guideline for this but it is held in constant review	None at present	Management & Estate Manager etc	16 March 2022	Done
35.	Is there a one way system in place for exiting the site? What is it?	Visitors, staff & contractors etc, risk of C-19 infection	No current guideline for this but it is held in constant review	None at present	Management & Estate Manager etc	16 March 2022	Done
36.	What provision is being made for EDMBC? Has the new system been communicated to the Secretary?	EDMBT members/elderly relatives and friends	This Risk Assessment & all relevant accompanying documents have been emailed to the EDMBC Secretary	None at present	Kate Baylis	16 March 2022	Done
37.	Play area and mini assault course/zip wire: what provision is being made to	Children visiting the site	Hand sanitation sites are available across the site along with	None at present	Management/staff	16 March 2022	Ongoing

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	minimise the risk of C-19 transmission on the play equipment		hand washing facilities. No current guideline for this but it is held in constant review.				
38.	Are the visitors adhering to the SD and hygiene rules and are these being regularly reviewed?		Signage has been put in place around the site. Their effectiveness will be reviewed on a daily basis & staff asked to report any deficiencies/issues to a COVID-19 Officer	Nothing at present	Management & staff generally	Ongoing	Ongoing
39.	Face Coverings	Prevention of possible transmission of the virus to others	No current guideline for this but it is held in constant review and masks are available for staff they may	Nothing at present	N/a	N/a	Yes

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			want them. Visitors in masks will still be encouraged in indoor settings.				
	CONTRACTOR/DELIVERY DRIVERS/FACILITIES MANAGEMENT						
40.	Are Electrical tests up-to-date including PAT testing?	Staff & contractors	Yes, completed by 16 th March 2022	Nothing	N/a	N/a	
41.	Are smoke detectors and fire extinguishers in date and checked regularly?	Visitors, staff & contractors	Yes, checked annually by JN Building Services & certification provided 16 th march 2022	Nothing	N/a	N/a	
42.	Are laundry washers and driers serviceable, able to cope with demand, temperature requirements	Staff	Washers etc are serviceable, able to cope with demand and adequately	Nothing	N/a	N/a	

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	and have sufficient washing products?		stocked. Checked by 16 th March 2022				
43.	Have waste procedures been reviewed?	Staff	Reviewed with DCW and all advice received will be communicated to staff on their return and adhered to.	Nothing	N/a	16 th march 2022	
44.	Are pest control services recorded and deficiencies recorded and actioned?	Staff & visitors	We have a ProPest contract with ongoing monitoring every 3 months	Nothing	N/a	N/a	

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/