



WESTON HALL

Weston Hall
COVID-19 Guidance
& Procedures

Weston Hall

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The current COVID-19 pandemic is unlike anything our industry has ever had to face in our time. This document is our guide on how Weston Hall are navigating the situation, what processes we will be putting in place to comply with health and safety guidance, and importantly the wellbeing of our customers and staff.

As the situation is fluid with new information and guidance released every day, we must make it clear that our plans are designed for our particular business and operations. They have been built using risk assessments with the intention to be fully compliant with government guidelines. The elements in our guide may change to avoid conflict with updated guidelines and we will therefore monitor and adjust where it is necessary to do so. Our only goal is to create a safe and hospitable environment for our team and customers, so that we can return to a place of normality.

On behalf of the whole team at Weston Hall, we cannot wait to open our doors and welcome you back to some sort of new normality.

Personal Hygiene

Hand washing must take place every 30 minutes on the hour and half past the hour observing social distancing measures throughout the process where possible.

Team members must wash their hands for a minimum of 20 seconds with soap and water (complying with government guidance) <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

Team members must wash their hands for a minimum of 20 seconds with soap and water immediately after coughing or sneezing.

Sanitiser stations will be located at all entrances, exits and toilets entries.

Key touch points such as waiter stations and till stations will also contain sanitiser.

Good personal hygiene as always is an important requirement for all of our team members. At all times hair must be tied up and staff must change into work clothes in allocated locations at work where possible.

Gloves will be provided and mandatory whilst receiving deliveries and handling products, this will include our kitchen team, expeditors and delivery teams.



Site Hygiene

All surfaces in the restaurant and kitchen areas must be regimentally cleaned every 30 minutes at 15 and 45 minutes past the hour. A daily record of this must be kept on sites. This is in addition to strict cleaning measures already applied to our kitchen.

Surfaces must be cleaned with disposable products (where possible) and blue roll dispensers monitored and refilled. Following manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants will be continued.

Dedicated collection bins are in place for all kitchen laundry, these must be filled with care using provided protective gloves and face coverings. Laundry must not be shaken to avoid dispersal of particles. Laundry bins must be cleaned out with disinfectant after each daily collection.

Toilet maintenance will be in operation every hour with a record kept on site, paying particular attention to frequently touched areas and surfaces, such as taps, grab-rails and door handles.

Hand washing must be implemented in accordance with hand washing guidance after cleaning surfaces. Reminder notices will be in operation at hand washing stations.

Paper towels will be used to avoid use of hand dryers and cross contamination. Bins will be provided in all public and staff toilets for disposal of towels.

All bins must be emptied using correct PPE including the provided disposable gloves and disposable aprons.

Eating Areas

Paper napkins will be used Front of House to reduce customer/staff contact.

Recyclable, environmentally conscious single use menus will be in use temporarily.

Disposable cutlery will be used where necessary and table cutlery will be washed and sanitised before each use. The cutlery will be delivered to the table with the food.

Tables will be deep cleaned after each sitting with turn times extended 15 minutes across all bookings to allow for a more thorough breakdown and disinfecting process.

PPE – Our Guidelines



There is currently sufficient evidence, supported by The World Health Organisation, that face masks and visors provide protection for both staff and customers.

All front of house, kitchen and house keeping teams will be supplied with a disposable face mask, face visor and disposable gloves. These must be worn at all times when on the premises and starting a shift. The visors will be sanitised before and after a shift with face masks and gloves being disposed of in a double bin bag.

It is important to note that these do not replace hand washing.

We have undertaken various risk assessments in the different areas of our business and have determined the areas we feel there should be the requirement or added benefit of PPE equipment. At the same time we desperately need our teams to feel safe and confident whilst at work, and will therefore make it mandatory to wear the respective PPE.



PPE – Weston Hall Guidelines

All staff have been provided with the following guidance for the correct use of face masks, visors and gloves.

Washing your hands thoroughly with soap and water for 20 seconds is mandatory once entering the premises and before putting a face covering on, and after removing it.

When wearing a face covering, avoid touching your face or face covering, as this can cause cross contamination.

Face coverings must be replaced if it becomes damp or if you've touched it, and visors must be sanitised.

Gloves and face coverings will be provided for all staff members involved in the handling and production of food in accordance with our risk assessments which recognised these as higher risk transmission areas.

All replaceable PPE equipment will be stored in a secure staff changing area with bins provided.

Team Health



The health and well-being of our team is and always has been our number one priority, and now more than ever this is crucial to create comfortable surroundings for our teams. Hospitality is not a work-from-home industry and therefore as we slowly reopen our doors we will have to expose ourselves to a certain level of risk when working with others and waiting on customers. It is our mission to ensure that risk is minimised to the lowest possible level and that we have considered every angle to mould our strategy through this. As always, we ask our teams to be respectful of each other .

Our in-depth risk assessments will make Weston Hall a safe place of work during this difficult time.

Team Well-being

Travel and work between our different sites has been suspended until further notice.

If it is possible, we have advised our staff to avoid public transport and choose an alternative form of transport.

The mental well-being of all our staff is paramount, and we will be continuing to provide support during this time.

When entering work team members will be required to check their temperature using our thermal cameras. These will be checked every 4 hours whilst on site. These thermometers will be located at the staff entrances, and in the event of an abnormal reading the team member will not be able to work and must return home and follow the current isolation guidelines. The team member will need to report this to their manager via telephone immediately.

Any team members who demonstrate symptoms of COVID-19 will be instructed to return home and self-isolate for 7 days in accordance with the current guidelines. Any team members who share a home with someone who has symptoms of COVID-19 must notify their manager and they will be asked to self-isolate for 14 days in line with government guidelines found here: [gov.uk/government/publications/covid-19-stay-at-home-guidance](https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance)

We have carried out an internal staff assessment to identify who is vulnerable/extremely vulnerable/living with someone who is. This has also been included in our risk assessment.



Social Distancing at Work

Start and Finish times will be staggered where possible in 10 minute blocks to avoid times of congestion at pinch points.

Team members must achieve social distancing measures of 2 metres when arriving to and leaving work, and whilst working. Pinch points have been acknowledged in our risk assessments to avoid crowding.

Staff will be encouraged to arrive through a dedicated entrance and exit to avoid public areas.

Key areas of congregation including break areas, staff rooms and locker rooms will be clearly signed with hygiene procedures and carefully maintained. Social distancing measures will be followed where possible. These areas will be operating a single occupancy when possible.

Back of House corridors will operate directional flow rules to prevent unnecessary contact points. These will be marked with signage.

Kitchen



Kitchen sections will be clearly marked with signage on the walls to assist with social distancing. Floor markers will not be in operation as this poses a health a safety risk. This has been explored and recorded in our risk assessments.

Each section will be operated by one member of staff only where possible.

Rotas will be carefully devised to avoid different teams mixing.

Walk in fridges and dry stores will be limited to one person access at a time with clear signage to indicate this policy.

Service



Staff will enter and exit the kitchen via a one-way system, and markers will be in place to assist with social distancing when collecting food.

There must only be one member of staff at the hot plate at any given time, and staff members will be allocated specific tables to avoid multiple contact time with customers.

Till points will be allocated to a maximum of 1 person to prevent crowding of waiter stations and payment points. Sanisiting stations will be presents at all contact points including: Till Screens, Card Machines and Doors.

Please note that all card machines will be wiped prior to use and also after payment completion.

Temporary perspex screens will be fixed on all bar tops. These will be secured with brackets and serving slots.

Weston Hall will continue to operate a cashless policy to avoid unnecessary contact.

Takeaway & Collections



A contactless pre-ordering system will continue to avoid waiting times of customers.

There will be one person on site dedicated to delivering takeaways to a designated pick up point.

A designated collection point will be in operation, and accessed via our one-way system through the carpark.

All takeaway food is served in bio-degradable kraft containers.

Guest Experience

We will be continuing to adapt our guide as information is and will be continuing to change. Using the available guidance with regards to hygiene processes in kitchens for takeaway services and current social distancing measures we have attempted to determine how this may be transferred to our daily operations.

Experience is a concept built around atmosphere, engagement, building connections and going over and above to deliver exceptional service at every step of the guest journey. Current restrictions may make it harder for us to follow our usual service model but we will approach every change with compassion and understanding to make the experiences we provide as comfortable, safe and memorable as possible.



Hygiene


Single use menus will be printed on recyclable paper. We will have dedicated recycle bins for these or guests will be invited to keep their menu. Menus will also be visible on our website and social media pages to view off their mobile phones.


Tables will be kept completely clear of all cruets and ornaments.

Hand Sanitiser dispensers will be located in the main entrance lobby for use on entry and exit, at the entrance to the toilets and at touch points.

Signage will request guests follow guidance hygiene procedures in the toilets.

Turn times on tables will be increased by 15 minutes for all party sizes. This will allow our team to undertake a deep clean of all tables, chairs and floor areas before the next guests arrive.



HM Government





Coronavirus


Wash your hands with soap and water more often for 20 seconds


Use a tissue to turn off the tap.
Dry hands thoroughly.



1
Palm to palm



2
The backs of hands


3
In between the fingers


4
The back of the fingers


5
The thumbs


6
The tips of the fingers



Social Distancing

The current government guidelines for social distancing is 2m and we will achieve this with our amended restaurant layout and one-way system.

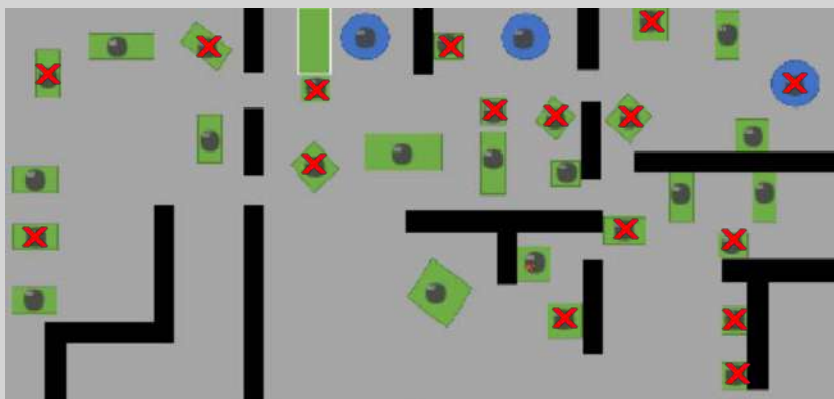
We will still aim to strive with our customer satisfaction and overall experience when visiting Weston Hall, even though there will be restrictions in place.

Please see our example floor layout for our restaurant.

Please note this is NOT to scale but will achieve a 2m distance.

Floor markers and clear signage will be in operation for extra guidance.

We will only be offering table service to reduce contact time.



Social Distancing

structured table plans carefully designed less customers are booked in at the same time. This means that

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Menus

We have analysed all of our food and drink options, as well as how they will be temporarily advertised.

Minimising Waste – this has been achieved by removing less popular items. As a fresh food operator all our produce is prepared fresh every day, and with reduced trade we will need to ensure we reduce wastage to a minimum.

Reduce Holding Stock – With reduced sales, holding stock values will need to be reduced also, this can be assisted by reducing the number of high cost items with lower sales volumes.

Simplify Processes – some of our menu items are complex and require multiple stage preparation and delivery. In an environment with social distancing measures in place these complex processes will need to be reduced to allow a smoother kitchen operation.

Production Capacity – we have analysed our menus to ensure each of the seven sections within our kitchens have a maximum number of dishes allocated to them. This took into account popularity and complexity to assist with achieving social distancing within our kitchens and on our bar stations.



Take Away



The World Health Organization (WHO) advises that the likelihood of an infected person contaminating packages is low. The risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also very low. Whilst food packaging is not known to present a specific risk, efforts will be made to ensure it is cleaned and handled in line with usual food safety practices.

Please note our takeaway is for collection only.

Take Away

All delivery bags and packaging will be handled with gloves and face coverings.

There will be an allocated collection point (subject to change) where takeaways will be collected from.

Allocated collection times will be provided to the customer to avoid multiple collections at once, this will be clearly marked on the till ticket that is processed for the kitchen.

Guests will be asked to wait outside observing 2 metre social distancing, or stay inside their car. In instances where this can be managed by a member of the team this will be implemented depending on the requirements.

We will operate pre-payments on card only.

Guest Communications



All our email communications will be updated to inform guests about our new measures and processes including Social Distancing requirements.

Our phone confirmations will also be altered to include new process information.

A current version of this guide will remain on our website with monthly updates in line with new scientific information and government guidelines.

Guests with any symptoms will be asked not to visit the restaurant for any services.

Example Confirmation Email

"Thank you for making your restaurant booking with us at Weston Hall"

We will contact you within 48 hours of your reservation to confirm your booking. Please note our restaurants are currently operating a no cash policy.

COVID- 19 Statement – Our restaurants have implemented a number of new processes and measures in order to maximise the safety of our staff and guests. Whilst some of these measures may impact on your experience we want to assure you that all decisions have been made following government guidelines and with only good intentions. In the event of someone in your party developing symptoms we will be unable to provide our services. For more information around our current policies, please visit our website www.weston-hall.co.uk. We would thank you for your kind co-operation in what we hope will hopefully be short term measures.

If you are experiencing symptoms of COVID-19 you will not be permitted to visit the premises. You should seek advice from the government website.

When arriving at Weston Hall please abide by our social distancing pacers on the floor to guide you into the building.

Allergens - Please notify us of any guests with dietary requirements/allergies. Detailed information on the 14 legal allergens is available on request.

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