

The purpose of this information sheet is to provide for the leaders of groups attending The Open Cloister at Worth Abbey to satisfy them of the safety of using our premises.

## **Responsibilities of adults accompanying groups.**

Adults organising groups visiting The Open Cloister remain in charge of them; i.e. *the duty of care remains with the group leaders at all times*. This should be kept in mind when calculating the number of accompanying adults, their gender, their age and experience, and their code of practice relating to such matters as leaders leaving the premises, consuming alcohol, etc. Accompanying adults are reminded that some other Worth Abbey policies apply to them including Safeguarding matters.

Accompanying adults must make sure that members of The Open Cloister Staff are informed of any matters relating to the group or any individuals that they would need to know to care for the guests properly and safely e.g. disability needs and allergies.

## **General level of risk**

None of the activities normally run within The Open Cloister programmes pose any notable level of risk. Experience suggests that there are no notable hazards for people visiting here.

Where occasional specially designed activities seem likely to involve greater risks, these are assessed, and appropriate provision made for controlling the risk, dealing with foreseeable accidents, or modifying the activity, before it is carried out.

## **Insurance**

Worth Abbey carries all the normal insurance policies, including public liability insurance.

## **Emergency Assistance from Worth Abbey**

If you can't find a member of staff of *The Open Cloister* call (*office hours only*):

- TOC Office **01342 710318** (or **318** on an internal telephone extension)
- Estate Office Reception (in office Hours) **01342 710290** (or **290** on an internal telephone extension)

(*any time*):

- St Bruno's **01342 710300** (or **300** on an internal telephone extension)
- Fr Peter Williams **07879 630593**
- Worth Abbey out of hours maintenance **07879 630624** (or **\*7 200** on an internal telephone extension)

## Medical Emergencies

Emergency calls – dial 9 then 999

An ambulance should be directed to **Worth Abbey, St Bruno's House located at the top of the main car park – access via the ABBEY entrance (not the School entrance)**

**Minor injuries:** For the treatment of most injuries or illnesses that are not life-threatening, including chest infections, minor head and eye injuries, broken bones, sprains and strains, minor burns and scalds, bites and stings

<b>Urgent Care Centre at Crawley Hospital</b> (24 hours-a-day, seven days a week)	Lower Ground Floor, West Green Drive, Crawley RH11 7DH	01293 600300 ext 4255
<b>Minor Injuries Unit at Queen Victoria Hospital, East Grinstead</b> (8.00am-8.00pm, seven days a week)	Holtje Road, East Grinstead RH19 3DZ	01342 414000
<b>Emergency Department at East Surrey Hospital</b> (24 hours-a-day, seven days a week)	Redhill Surrey RH1 5RH	01737 768511
<b>Emergency Department at Princess Royal Hospital, Haywards Heath</b> (24 hours-a-day, seven days a week)	Lewes Road Haywards Heath RH16 4EX	01444 441881

## GP access

<b>Bridge Medical Centre</b> 8:30am-1:00pm Mon-Fri 2:00pm-6:30pm	Wassand Close, Three Bridges Road, Crawley RH10 1LL	01293 526025
<b>Ouse Valley Practice</b>  <b>Handcross</b> 8:30am-6:00pm Mon-Fri  <b>Balcombe</b> 8:30am-1:00pm Mon, Weds & Fri	2 Dumbledore Primary Care Centre, London Road Handcross RH17 6HB  1 Gilletts Surgery, Deanland Road, Balcombe RH17 6PH	01444 405750  01444 405750

## Out of hours

**NHS Direct**      Go to [111.nhs.uk](https://111.nhs.uk) or call 111

<b>Potential risk or concern</b>	<b>Current action or policy by <i>The Open Cloister</i></b>	<b>Action or policy required of Guests</b>
<p><b>COVID-19</b></p>	<p>Our priority is the safety and security of our guests and staff and to create an environment where everyone can be assured of peace of mind - whether staying or working here. Stringent processes in place for staff to follow when they arrive for work, if staff begin to feel unwell or display symptoms or if they contract COVID 19 and cannot come in to work.</p> <p>Notices are displayed in all guest rooms providing details of the safety procedures and actions our guests must take if they feel unwell or begin to display COVID-19 symptoms. Staff members are aware of the procedures they must follow should this situation arise.</p> <p>Guests must go home immediately should they begin to feel unwell or display COVID-19 symptoms.</p> <p>Takeaway food deliveries are not permitted as this increases risk to other guests and our staff.</p> <p>Guests and staff are required to wear face coverings whilst moving through communal areas such as the entrance hall, stairs and corridors.</p> <p>Hand sanitiser available in communal areas.</p> <p>Increased cleaning frequency of high touch points and surfaces in public areas using anti-bacterial products.</p> <p>Compass House rooms are deep cleaned, and towels replaced between every booking and checked.</p> <p>Social distancing measures in place with relevant appropriate signage in communal areas.</p> <p>Contact tracing notice available. Contactless payment available.</p>	<p>Guests provide their own face coverings and also hand sanitiser for their own use.</p> <p>Guests to comply with social distancing measures and the wearing of face coverings, and to follow advice regarding movement around Compass House</p> <p>When assisting with housekeeping tasks, guests may be required to sanitise high touch points and surfaces.</p> <p>Guests are advised to register with the contact tracing programme via the notice available within the building.</p> <p>It is TOC policy for guests/groups to pay the balance of payment prior to their arrival. If this is not possible then contactless payment is available.</p>

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<b>Roads, Car Park and Paths</b>	<p>Compass House is sited well away from the busy road (B2110). There are a few dedicated parking bays at the entrance (East end) of the House and one accessible bay by the front door reserved for drivers with disabilities and/or limited mobility. The main car park is separated from the house by an internal road, well illuminated at night.</p> <p>The pedestrian routes to and from the church are paved and illuminated throughout. In frosty weather they are treated. Accumulated snow is cleared within a few hours.</p>	<p>Guests need to pay normal care and attention in and around the car park and internal roads and paths. The grass slopes can be dangerously slippery when wet.</p> <p>Wheelchair users are advised to seek assistance on the sloping roads. The church is accessible at both Narthex and church floor levels with a lift (by the West door).</p>
<b>Vehicles</b>	<p>Vehicles requested to park in the designated car parking areas only.</p>	<p>Guests may unload their vehicles at the front door as long as they are there for the minimum time possible and do not obstruct access for others, particularly in an emergency.</p> <p>Repairs are not allowed on site except in emergency and only by recognised rescue services (e.g. AA, RAC, Green Flag etc).</p>
<b>House security</b>	<p>There is a button code lock on the main entrance door to Compass House (inside the porch). All guests are advised of the code during their stay. Other doors should not normally be used except as fire escapes only. All windows have limited opening to prevent access or falls.</p>	<p>Guests are asked to check that all doors are closed and locked when they leave. Guests are asked not to prop open any doors without the knowledge and consent of staff.</p>
<b>General hazards in the house</b>	<p>A health and safety policy is in force, and is known to all The Open Cloister Staff. Continuing care is exercised to ensure that hazards are dealt with as and when they arise.</p>	<p>Guests are asked to draw the attention of The Open Cloister Staff to any hazards they notice - telephone internal extension 307.</p>
<b>Fire safety</b>	<p>Compass House has a fire alarm system that is tested every Wednesday afternoon. Fire extinguishers are inspected annually by a competent engineer. Exits are clearly marked and illuminated. The procedures in the event of fire are displayed on the main notice board (see separate document) and drawn to the attention of group leaders. The Fire Assembly Point is clearly marked outside the front door.</p>	<p>Leaders of visiting groups are asked to designate a person to take responsibility for Fire Procedures as set out in "Duties of a Group Leader in respect of Fire Alarm Procedures"</p> <p>As a guide, the escape time to outside should be no longer than 2.5 minutes.</p>

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<b>Means of Escape</b>	Exits are clearly marked and illuminated. The Open Cloister recommends that the maximum number of persons seated in the Day Centre main room does not exceed 35.	A visiting group in excess of 35 in number need to make their own risk assessment. The designated person responsible for Fire Procedures must ensure that - at all times - access to the fire exits are kept clear of furniture and other obstructions, with clear corridors at least as wide as the exit door.
<b>Hazardous substances</b>	We believe that substances hazardous to health are not accessible to guests using Compass House. Those in use by staff are properly controlled (see COSHH Risk Assessment) and are not accessible to guests.	Guests are asked not to introduce any substances hazardous to health into The Open Cloister premises unless they are notified beforehand and are accompanied by a COSHH Risk Assessment. The use of alcohol and drugs is not permitted to young people.
<b>Poisonous fumes.</b>	Boilers are tested annually, and all required repairs carried out. Soft furnishings are checked for flame retardant qualities.	Smoking or the use of E cigarettes is not allowed within any building at Worth Abbey.
<b>Food and meal times</b>	The Open Cloister offer a document: <i>Guidance for Self Catering</i> for guests to Compass House when they are intending to self cater in the ground floor kitchen. The kitchen is kept to recognised standards of environmental health.	Visiting groups providing self-catering should observe the provisions in <i>Guidance for Self Catering</i> . This includes designation one nominated person to take full responsibility for meeting these guidelines satisfactorily. Ideally, he/she should hold at least a Level 2 Certificate in Food Safety in Catering. This responsible person must personally supervise all use of the kitchen as well as transportation, storage and handling of food. He/she may delegate specific tasks explicitly and allow into the kitchen only those who have need to be there. Guests are requested to wear indoor shoes in the dining area and kitchen at all times.
<b>Machinery and electrical appliances.</b>	Guests do not have access to any hazardous machinery. Portable electrical appliances are regularly inspected and tested.	The kettles and cookers in the kitchens are to be treated with responsible care. Guests bringing portable electrical appliances should have them tested and ensure their continuing safety.

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<b>Water</b>	Temperatures of hot and cold water supplies to bathrooms are checked regularly. There are warning notices where hot water taps and towel rails are particularly hot. Water tanks and shower heads are disinfected regularly to protect against Legionella. Drinking water is always available in the kitchens.	Guests need to pay normal care and attention to the use of water, both hot and cold.
<b>Repair work and maintenance</b>	Contractors and our own staff are required to take care that guests are not put at risk by their work, and to take all necessary safety precautions.	Guests are asked to cooperate with any essential maintenance procedures during their stay.
<b>Toilets</b>	There are two accessible WCs that are kept clean and well maintained. They are deep cleaned between bookings.	Guests are asked to keep and leave the toilet facilities in a healthy, clean and tidy condition.
<b>First aid</b>	There is a first aid kit in the kitchen, which is regularly checked. The accident book is kept with the first aid kit in the front hall of St Bruno's. Some of The Open Cloister Staff are trained in First Aid at Work.	Leaders of visiting groups are asked to designate a person to take responsibility for First Aid.
<b>Staff working with young people and vulnerable adults</b>	All <i>Open Cloister</i> staff have enhanced DBS Certificates. TOC abides by stringent safeguarding policies and procedures. The Open Cloister Safeguarding Policy (see separate document), which contains information, procedures and guidance has been produced in accordance with guidance given by the Catholic Safeguarding Advisory Service (CSAS) and is reviewed by the Diocese of Arundel and Brighton Safeguarding Coordinator.	<p>Groups including young people under the age of 18 and/or vulnerable adults are required to provide an up to date copy of their Safeguarding Policy and the name of a designated person responsible for the policy during their stay.</p> <p>All volunteers working with young people and /or vulnerable adults, in collaboration with The Open Cloister must provide the TOC office with a copy of a current and appropriate enhanced DBS certificate and Photo ID.</p> <p>All adults who accompany external groups must have undertaken appropriate safeguarding training and hold a current and appropriate enhanced DBS certificate</p>

**Additional documentation available on request:**

Safeguarding Policy

Procedures in the event of Fire

Supplement to Risk Assessment for teenage groups using Compass House

Policy on consumption of alcohol

COSHH Risk Assessment

Guidance for Self Catering