



Risk Assessment for groups using St Bruno's House

Revised: June 2021

Review: June 2022

The purpose of this information sheet is to provide guidance leaders and their groups visiting *The Open Cloister* regarding our premises and to assist in creating and maintaining a safe and healthy environment during their stay.

Frequency of Risk Assessment

Risk assessments require that a risk assessment be revised when 'you suspect that your assessment is no longer valid, or there has been a significant change'. As well as reviewing risks consequent upon any change in our ways of working, we review the whole of our risk assessment each year. These revisions include a review of environmental health, fire risks and of substances hazardous to health.

Responsibilities of adults accompanying groups of young people.

Adults accompanying groups of young people to *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 ratio of adults to young people their gender, age and experience and their code of practice relating to such matters as adult leaders leaving the premises, consuming alcohol, etc. Accompanying adults are reminded that some *Open Cloister* policies apply to them: including policies on consumption of alcohol, safeguarding etc. In particular, accompanying adults are also responsible for their young people overnight.

Information regarding guests' dietary needs and medical/mobility requirements must be communicated to *The Open Cloister*, in writing, prior to the visit so that this can be managed properly and safely.

General level of risk

No activities normally run within *The Open Cloister* programmes pose any notable level of risk. There have been no major accidents, and records of minor injuries and past experience do not suggest that there are any notable hazards for people staying or working here.

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

Insurance

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

Emergency Assistance

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

- TOC Office **01342 710318** (or **318** on an internal telephone extension)
- St Bruno's 01342 710300 (or 300 on an internal telephone extension)
- Estate Office **01342 710290** (or **290** on an internal telephone extension)

Outside of office hours

- Fr Peter Williams **07879 630593**
- Fr Patrick Fludder **07989 120601**
- 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

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

GP access

Bridge Medical Centre 8:30am-1:00pm Mon-Fri 2:00pm-6:30pm	Wassand Close, Three Bridges Road, Crawley RH10 1LL	01293 526025
Ouse Valley Practice Handcross 8:30am-6:00pm Mon-Fri Balcombe 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 or call 111

Potential risk or concern	Current action or policy by The Open Cloister (TOC)	Action or policy required of guests
<p>COVID-19</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. St Bruno’s cannot be used for self-isolation, as we cannot provide room service. Takeaway food delivery drivers are not permitted to deliver food 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>Guest Rooms are deep cleaned, bed linen and towels replaced between every booking and checked.</p> <p>Social distancing measures and one way system 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 use in their guest room.</p> <p>Guests to comply with social distancing measures and the wearing of face coverings, and to follow advice regarding movement around St Bruno’s</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.</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>

Potential risk or concern	Current action or policy by The Open Cloister (TOC)	Action or policy required of guests
Roads, Car Park and Paths	<p>St Bruno's is located well away from the busy road (B2110). There are a five dedicated parking bays at the East end of the building and space at the front door; reserved for disabled guests or guests with limited mobility. The Abbey main car park is located opposite the East end of St Bruno's across an internal road which is well lit at night.</p> <p>The pedestrian route to and from the church is paved and well lit throughout; in frosty/icy weather it is regularly treated and must be use at all times.</p> <p>The church is accessible through the main front doors to the Narthex, then via steps or lift down to the lower level. For disabled guests and guest with limited mobility there is access via the East door at Church level with disabled parking bays outside.</p>	<p>Guests need to pay usual care and attention in and around the car park as well as internal roads and paths.</p> <p>Wheelchair users are strongly advised to seek assistance on the sloping roads.</p> <p>Guests should not access the Abbey Church via grassed areas as these areas can be slippery when wet.</p>
Vehicles and parking	<p>Vehicles are permitted to park in designated car parking areas only – either in the main Abbey Car Park or the bays located at the East end of the St Bruno's building.</p> <p>Kitchen deliveries are taken to a side door and managed by <i>The Open Cloister</i> staff.</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 the event of an emergency.</p> <p>No parking on or near double yellow lines.</p> <p>Vehicle repairs are not allowed on site except in emergency and only by recognised vehicle rescue services (e.g: AA, RAC, Green Flag)</p>

Potential risk or concern	Current action or policy by The Open Cloister (TOC)	Action or policy required of guests
<p>House security</p>	<p>Security locks are installed on the main entrance and Conservatory entrance and accessed via a code.. The code is changed regularly; guests are the code for use during their stay.</p> <p>Staff and guests should check that all doors are securely closed and locked at night.</p> <p>All windows have limited opening to prevent access and/or falls.</p>	<p>Guests to ensure that all external doors are securely closed behind them. They should not be propped propped open, except with the express permission of TOC staff.</p> <p>Fire doors should not normally be used except as fire escapes.</p> <p>Window limiters must not be removed.</p>
<p>General hazards in the house</p>	<p>The Worth Abbey Health and Safety policy is followed and is familiar to all staff.</p> <p>Regular inspections are made and recorded by the Abbey Health and Safety Officer.</p> <p>Continued care is exercised to ensure that hazards are dealt with if and when they arise.</p>	<p>Guests should draw any hazards to the attention of Open Cloister staff immediately.</p>
<p>Fire safety</p>	<p>St Bruno's has a fire alarm system that is tested every Wednesday afternoon.</p> <p>Fire extinguishers are inspected annually by an accredited engineer. Emergency exits are clearly marked and illuminated.</p> <p>In the event of fire, procedures are displayed on the main notice board (see separate document) and drawn to the attention of all guests.</p> <p>Every room has a summary notice of what to do in the case of fire. The Fire Assembly Point is clearly marked opposite the main entrance.</p>	<p>Every guest to <i>The Open Cloister</i> is advised of the procedures in the event of fire and the location of the Fire Assembly Point.</p> <p>Every booking will have a complete and accurate room list displayed on the main notice board in the hall, which will be used by the group leader as a fire list in the event of a fire alarm.</p>

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Hazardous substances	Hazardous substances are not accessible to guests to St Bruno's and appropriately controlled.	<p>Hazardous substances are not to be brought into the buildings.</p> <p>Hazardous substances used by staff eg: for cleaning is securely locked away.</p> <p>Prescribed medication, for young people under 18 years of age, should be supervised/managed and monitored by group leaders. Alcohol is not permitted for young people under 18 years of age.</p>
Poisonous fumes.	Boilers are tested annually, and all required repairs carried out. Soft furnishings comply with fire safety requirements.	Worth Abbey is a smoke free site, therefore, smoking or the use of E cigarettes is not permitted within any building at Worth Abbey.
Food and meal times	<p>Kitchen staff are trained in food handling and hygiene. The kitchen is run in accordance with recognised standards of environmental health and is regularly inspected.</p> <p>Care is taken in the control of ingredients, especially those likely to provoke allergic reactions. Dietary needs notified to <i>The Open Cloister</i> are carefully adhered to.</p> <p>To remain compliant with the law The Open Cloister does not allow food to be brought in to be reheated and consumed on the premises.</p> <p>The dining area is usually limited to 36 persons for safe serving.</p> <p>When there are guests under the age of 18 in St Bruno's, the kitchen is locked at night.</p>	<p>Guests are asked to help with the serving and clearing of meals, drying and putting away.</p> <p>Young people should have adult supervision from the group to ensure they follow the hospitality directions advised by the <i>The Open Cloister</i>.</p> <p>Appropriate footwear should be worn in the dining area to avoid slips and trips.</p> <p>Any spillages should be signed and cleared up immediately.</p> <p>Access by guests to the kitchen is only by express permission of the catering staff or, in the case of self-catering, by the express permission of the designated person in charge of the kitchen.</p>

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Machinery and electrical appliances.	<p>Guests do not have access to any hazardous machinery. Electrical appliances are regularly PAT tested.</p>	<p>Guests reminded that the hot water boiler, toaster and coffee machine in the kitchenette should be treated with respect and care.</p>
Guest bedrooms	<p>The bedroom furniture is robust for normal use. Mattresses comply with fire safety regulations.</p> <p>Bed linen is always replaced with clean sets for new guests. The Open Cloister (TOC) staff will advise on room allocation.</p> <p>At least one member of TOC staff will sleep in the building when young people, under the age of 18, are resident.</p>	<p>Supervision for young people under the age of 18 at night will be accordance with The Open Cloister Safeguarding Policy and Guidance (see separate documents).</p> <p>No adult, other than their parent or guardian, may share a room with a young person under the age of 18.</p> <p>Males and females under the age of 18 should be allocated separate rooms and ideally separate bays/floors. An adult should be allocated a room on each floor to provide supervision.</p>
Additional stacking chairs	<p>Chairs designed for stacking are stored in accessible places. No more than six stacked chairs and they should be stacked carefully to avoid damage.</p>	<p>Guests stacking chairs should observe the maximum stack of six, to avoid toppling and ensure that the legs are neatly nested; not on the fabric of the one below.</p>
Recreation Time – young people under the age of 18	<p>TOC adopts the practice of boarding accommodation for young people under the age of 18 and that is they are not to be allowed into their sleeping accommodation, without permission, during the day - bedrooms are not suitable for group meetings or ‘play’.</p> <p>TOC requires that young people under the age of 18 are not permitted to enter any bedrooms other than their own.</p>	<p>All recreation time is to take place in communal spaces under the supervision of at least one responsible adult. No recreation activities are to take place anywhere in guest rooms or corridors.</p> <p>Group Leaders are required to monitor young people under the age of 18 to ensure they do not access guest rooms during the day or enter guest rooms occupied by others.</p>

Potential risk or concern	Current action or policy by The Open Cloister (TOC)	Action or policy required of guests
Water	<p>Temperatures of hot and cold water supplies to bathrooms are regularly monitored and recorded. There are warning notices where hot water taps and towel rails. Water tanks and shower heads are checked and disinfected regularly to protect against Legionella.</p> <p>Drinking water is always available in the kitchenette.</p>	<p>In accordance with good ecological principles, guests are asked not to waste water.</p>
Repair work and maintenance	<p>Contractors are not permitted to enter or carry out work while there are guests in residence, unless it is an emergency and with the permission of TOC staff.</p> <p>The Open Cloister staff are required to take care that guests are not put at risk by their work, and to take all necessary safety precautions.</p>	<p>Guests are asked to report breakages and repairs as soon as possible to TOC staff.</p>
Bathrooms - WCs & showers	<p>Bathroom facilities are cleaned after every booking and well maintained. There are adequate facilities for guests including an accessible guest room with an accessible en-suite and a communal accessible WC.</p>	<p>To prevent any possible contamination or infection, nothing is to be taken from bathroom facilities into the kitchen or kitchenette.</p> <p>Guests are instructed to wash their hands after using the WC.</p>
First Aid	<p>There are first aid kits in the front hall and kitchen. These are regularly checked and replenished.</p> <p>All serious incidents are recorded in The Accident Book which is kept with the first aid kit in the front hall. Members of TOC staff have a First Aider at Work qualification.</p>	<p>Guests in need of First Aid should seek assistance from their group leader.</p> <p>TOC staff will assist when required.</p> <p>The Accident Book should be completed for any serious incident.</p>

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Allergies – including food and airborne triggers	<p>Food allergies and most common diets can be catered for - diabetic, coeliac, gluten free as well as vegetarian and vegan.</p> <p>Sources of common allergies are reduced to the minimum as far as possible - pillows are synthetic filled, animal hair is minimised by only permitting assistance dogs in the building.</p> <p>Procedures are in place regarding serious allergies that may require the use of an epi-pen or medication in the event of a serious reaction.</p>	<p>Guests are required to advise <i>The Open Cloister</i> prior to their stay.</p> <p>Pets are not permitted.</p> <p>All guests to advise if they carry an epi-pen or medication. Guests must advise, prior to their stay, if they cannot be in the presence of food that may be served or brought in for consumption by other guests (e.g: snacks)</p>
Safeguarding	<p>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>	<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:

The Open Cloister Safeguarding Policy
Fire Safety Procedure
Consumption of Alcohol Policy

Guidance for Self Catering (Compass House Day Centre)

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