



Safety in Hotels, Guest Houses and Bed and Breakfast Establishments



This booklet is designed to help you consider the risks to health and safety that may arise in the course of your business and gives you advice on how to reduce or minimise risk. Where appropriate, links are provided to further information on particular subjects.

Different types of hotels and guest houses/B&Bs will have different risks. Please look at the following list of risks to see which apply to your business. Remember, there may be other risks not mentioned which may apply to your particular business and you should ensure that you include these.

- **Asbestos**
- **Bathroom Safety**
- **Bedroom Safety**
- **Cellar Safety**
- **Chemical Safety**
- **Gas Safety**
- **Health & Fitness Centres**
- **Kitchen Safety**
- **Legionella**
- **Lifts**
- **Manual Handling**
- **Portable Electrical Appliances**
- **Swimming Pool and Spa Safety**
- **VDU Safety**
- **Window Safety**
- **Violence at Work**

Asbestos

The Control of Asbestos Regulations 2006 require you as the person responsible for the premises, the dutyholder, to manage asbestos. This means you must carry out an assessment to identify if asbestos, is present in your building. If asbestos containing materials are identified, then you must assess their condition and put in place a plan to manage them so that there is no risk to the health of employees or anyone else that uses the premises.

<http://www.hse.gov.uk/asbestos>

<http://www.hse.gov.uk/asbestos/campaign/duty.htm>

Bathroom Safety

Slipping over is a common accident in bathroom areas.



- Slip mats and grab rails can help to prevent slipping accidents especially where showers are located over baths.
- Floor surfaces should be reasonably non-slip.

Consider water temperature so as to prevent risk of scalding but at the same time make sure legionella bacteria are controlled (See Legionella below)

Bedroom Safety

Common problems include: -

- Tripping - over bedding, carpets and furniture
- The kettle - can the lead be pulled by a child? Will the steam affect any electrical appliances?
- Protruding shelves or television brackets
- Openable windows
- Stability of furniture and fittings



Cellar Safety

Manual handling of deliveries can be a significant problem in cellars.

- Staff should be trained in manual handling procedures and where possible it should be avoided.
- A manual handling assessment should be made.
- Any gas cylinders should be appropriately stored and restrained. Remember empty cylinders are just as dangerous as full cylinders. Therefore, the installation of carbon dioxide (CO₂) monitors in cellars are recommended.
- Chemical cleaners, such as beer line cleaners, can be extremely corrosive. A COSHH assessment (see Chemical Safety) will need to be carried out and any necessary protective clothing should be provided and worn.
- Adequate guarding or other equally effective measures should be in place to prevent fall from height via cellar drops, flaps or hatches.
- Risk assessments should consider the risks posed to individuals working in confined space (e.g. subterranean cellars, overstocked cellars, asphyxiation and lone working). Adequate control measures should be implemented to reduce such risks.

Chemical Safety

You are likely to use chemical products e.g. for cleaning, beer line cleaner (see Cellar Safety above) and others, which are potentially hazardous.

Under the *Control of Substances Hazardous to Health Regulations 2002 (COSHH) (as amended)* you must make sure the risks from hazardous substances are controlled. Safety information is normally provided on the label or on a separate Material Safety Data sheet (MSDS). Check that staff are taking the necessary precautions in accordance with the product label or MSDS

<http://www.hse.gov.uk/pubns/cais22.pdf>

Fire Safety

For information on means of escape in emergency, fire fighting appliances, and fire alarm and detection systems, contact the local Fire Safety Service, which for Brighton and Hove is East Sussex Fire and Rescue Service

<http://www.esfrs.org/businessSafety/contactUs.shtml>



Gas Safety

Remember all gas appliances must receive annual safety inspection by a Gas Safe registered installer.

<http://www.gassaferegister.co.uk/>

Health and Fitness Centres

It is important that users are supervised and receive adequate instruction on any equipment that they use. Equipment must be correctly installed, properly maintained and inspected regularly.



Kitchen Safety

Particular hazards in the kitchen include slips and trips, manual handling, cuts from equipment and broken glass, contact with hot surfaces or liquids, and work – related contact dermatitis. See link below for guidance on controlling the risk.

<http://www.hse.gov.uk/pubns/catering1.pdf>

Legionella

Legionella bacteria can cause a potentially fatal form of pneumonia called Legionnaire's Disease. They are generally present in water but do not cause a problem unless the conditions allow them to multiply. Check your system for supplying hot and cold water in your premises and ensure that you are minimising the risk of legionella multiplying. The leaflet below can help you.

<http://www.hse.gov.uk/pubns/indg376.pdf>

Lifts

Passenger lifts and equipment or food lifts must be inspected regularly by a competent person, under the requirements of The Lifting Operations and Lifting Equipment Regulations 1998.



The law requires that all lifts when in use should be thoroughly examined:

- After substantial and significant changes are made.
- After every 6 months if the lift is used at anytime to carry people and every 12 months if it only carries loads, or in accordance with an examination scheme; and

- Following 'exceptional circumstances' such as damage to, or failure of, the lift, long periods out of use or a major change in operating conditions which are likely to affect the integrity of the equipment.

<http://www.hse.gov.uk/pubns/indg339.pdf>

Manual Handling

Manual handling can be a significant issue in hotels. Consider tasks such as: receiving deliveries, stacking shelves, lifting full pots and pans and dishwasher trays, carrying piles of plates, bending into deep fat fryers to clean them, making beds, and vacuuming.

Injuries may happen as a result of only one serious incident, but more often they are a result of stress and strain over a long period. Lifting and carrying heavy items is a major cause of back pain, while forceful or repetitive activities and poor posture are linked to upper limb injuries.

What can be done?

- Assess all working areas to identify the risks and in particular to determine if lifting and carrying can be prevented.
- Allow appropriate rest breaks and consider varying work tasks where possible.
- Use mechanical aids wherever possible such as four-wheel-trolleys or sack trucks and ensure staff receive instruction on how to use aids.
- Ensure staff are properly trained for the task.

<http://www.hse.gov.uk/pubns/indg143.pdf>

Pests

As in domestic premises, pests such as bedbugs, fleas, mice and rats can be a problem. The key is to keep good standards of hygiene throughout the premises and call out a professional pest control company as soon as there are signs of problems. Bedbugs can be very difficult to eradicate and an infestation usually means removing the mattresses and stripping out a room; follow the advice of your pest control company.



Portable Electrical Appliances

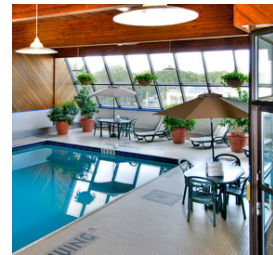
In hotel rooms, portable electrical appliances such as hairdryers, kettles, irons and televisions require certain checks to be made to ensure that they are maintained in safe working order. Regular inspection and testing is important as these items can be subject to much wear and tear. The following link will help you:

<http://www.hse.gov.uk/pubns/indg237.pdf>

Swimming Pool and Spa Safety

You should be considering the following points: -

- Safe storage of chemicals (COSHH).
- Adequate training of staff.
- Adequate supervision of the pool by lifeguards.
- Adequate water disinfection.
- Regular daily testing of the water and recording such tests.
- Adequate signage for warnings.
- All facilities should be protected against unauthorised entry or use.



<http://www.hse.gov.uk/pubns/priced/hsg179.pdf>

VDU Safety

If you have staff spending significant time working at a VDU such as a receptionist, you need to ensure that the work station is comfortable and that measures are in place to minimise strain to the body, especially the upper limbs and eyes.

<http://www.hse.gov.uk/pubns/indg36.pdf>

Window Safety

When considering window and glass safety, the main considerations should be:-

- Are windows cleaned safely by staff and contractors?
- Where windows form part of a door, are they made of safety glass?
- Is there a danger that a person could fall out of a window? (the bottom edge of windows should be at least 800 mm above floor level unless there is a barrier present to prevent falls)

- Where there is a danger of falling out of a window at height, devices should be provided to prevent the window opening too far. Remember beds and other furniture may enable children to gain access to open windows.

<http://www.hse.gov.uk/pubns/indq212.htm>

Violence at Work

You and your staff deal directly with the public and may be at risk of violent or aggressive behaviour.

The Health and Safety Executive's definition of work-related violence is:



'any incident, in which a person is abused, threatened or assaulted in circumstances relating to their work'.

In a hotel setting, risk could arise from lone working, working out of normal office hours, or dealing with intoxicated or angry customers.

Violence at work is unacceptable and staff must be protected from the risk of violence by making sure certain measures are in place.

For further information please see our booklet Violence at Work; Guidance for businesses in Brighton and Hove

http://www.brighton-hove.gov.uk/downloads/bhcc/licence_applications/VIOLENCE_AT_WORK_leaflet_Aug09.pdf

<http://www.hse.gov.uk/pubns/violindx.htm>

General Health and Safety

If you need any other information, the Health and Safety Executive's website <http://www.hse.gov.uk> covers all aspects of health and safety legislation and specific guidance for particular types of business.



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