

# Risk assessment

Company name: The Courtyard (Hatch Warren) LLP

Assessment carried out by: Debra Tripp

Date of next review: TBC

Date assessment was carried out: 10/07/2020

Reviewed and updated: 24/06/2021

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
<b>COVID-19 Infected Clients and Staff Entering the Salon</b>	Clients and Staff coming into contact with an infected person	<p>Taking temperature of anyone spending any length of time in the salon before they enter the building.</p> <p>Declaration signed by client saying they have no COVID-19 symptoms before attending their appointment. Declaration and consultation form checked by therapist before every treatment.</p> <p>Edit: temperature no longer taken as symptoms will be presented if</p>	If temperature higher than 37.8°C Staff sent home and advised to get a Coronavirus test. Clients refused treatment and told the same.	Receptionist and therapists	Every Visit	DT

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		temperature above 37 degrees				
<b>COVID-19 Infected Clients entering the salon with no symptoms</b>	Clients and Staff coming into contact with an infected person	Face coverings compulsory for all clients entering the salon, regardless of whether they are having a treatment or purchasing products. Face covering must be worn unless they are having a treatment with their face in the face hole. They may remove the face covering and place on a disposable covering on a trolley. Face covering can also be removed for treatments performed on the lower parts of the face.  Edit: treatments will no longer be refused for medically exempt clients	Continually monitor clients ensuring they are wearing their face covering	Receptionist and therapists	Every Visit	DT
<b>Clients coming into contact with</b>	Clients and Staff by getting closer than the	One-way system in operation	Staff to stay with clients at all times	Therapist	15/7/20	DT

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<b>one another in corridors</b>	recommended 2m  Edit: social distancing no longer required by law	Edit: keep one-way system to maintain client confidence and comfort				
<b>Multiple Clients Entering Salon at Once</b>	Clients, by being closer than 2m  Edit: social distancing no longer required by law	Staggered appointments, 'Standing' signs in reception spaced socially distanced  Edit: no longer staggering appointments as face-coverings and 1m distance easily maintained even when fully booked.	Receptionist inviting clients into salon when safe  Edit: clients able to walk into the salon when they feel comfortable to do so, it is easy to see when the reception desk is free and clients can easily avoid one another in the large reception area.	Clients and Receptionist	As Above	DT
<b>Contamination from Magazines</b>	Clients, by sharing and touching paper that is difficult to sanitise	Removed Magazines  Edit: we have a number of magazines stockpiled from last year, if clients wish to read one we are asking them to take it home with them	Clients can read magazines on tablet using Readly App whilst having Pedicures. Tablets sanitised between use.	Clients	As Above	DT

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<b>Contamination Within the Salon</b>	Clients, staff, contractors and delivery drivers by carrying the virus on their hands	Hand Sanitiser outside both salon doors, in reception and in every room. Poster on outside wall next to front door, above wall mounted automatic sanitiser. Hand washing instructions next to all hand washing facilities. Identify what cleaning products are needed.	Monitor and supervise to ensure actions are being followed  Replace empty soap, sanitiser etc  Use cleaning products that have been proven to kill Bacteria and Viruses.  Sanitisers must contain a minimum of 70% alcohol.	Clients and Staff	Every visit and after all contact	DT
<b>Transfer of Virus on Surfaces</b>	Clients, staff, visitors, contractors and delivery drivers touching a contaminated surface	All doors (except treatment room doors) left open to reduce touching of handles. Anything touched by clients cleaned as soon immediately. Where possible windows open. All unnecessary displays removed from treatment rooms and reception. Tester Stands removed from reception.	Continually clean surfaces that might have been touched by clients and staff.  Poster and information asking clients not to touch anything.	Anyone entering the premises  Staff need to monitor and clean accordingly	At all times	DT

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		Edit: We have bought tester stands and displays back into reception and will now ask clients to sanitise their hands before touching.				
<b>Transfer of the Virus in the air?</b>	Clients, staff, visitors, contractors and delivery drivers	Front door and Courtyard doors open for ventilation. Where possible and comfortable for the client windows will be open. Internal doors open where possible. Fans in rooms sanitised between clients.	Monitor government guidelines and research.  Check client comfort when windows are open	Staff and Manager	Daily	DT
<b>Virus Transmitted via Hand Towels</b>	Clients, staff, visitors, contractors and delivery drivers by sharing the same towel which may carry virus	All hand towels removed and replaced by paper towels in all toilets, kitchen and treatment rooms. Bins provided to dispose of used towels.	Replace paper towels in dispensers.  Empty bins regularly	Receptionist	Hand towels removed by 15/7/20  Paper towels topped up daily.  Bins emptied daily.	DT

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<b>Virus transmitted on cups and glasses</b>	Clients and Staff by drinking from a contaminated glass or cup	<p>No drinks to be served to clients. Only water in a paper cup to be disposed of after use. If own refreshments are brought into the salon clients are asked to take cups etc away with them. Staff to use a designated water bottle for their own use only.</p> <p>Edit: in line with government guidance, refreshments are now being offered. All glassware and crockery washed in dishwasher on 65-degree wash. Staff to wash hands before and after handling client refreshments.</p>	<p>Water given to clients by therapist before treatment begins.</p> <p>If staff have tea/coffee they must not leave unattended and must place cup in dishwasher after use.</p> <p>Dishwasher setting at 65 degrees.</p>	Staff and Clients	At all times	DT
<b>Transfer of Virus by Therapists from One Client to Another</b>	Clients	Use of PPE (Type II Surgical Face Masks, Visor, Disposable apron) by staff for every treatment. Visors, to be wiped before each new	Monitor staff are changing PPE and sanitising properly	Staff	When dealing with clients	DT

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		<p>client. Aprons changed for each client. New gloves for all Nail and Waxing Treatments. Thoroughly washing hands between appointments.</p> <p>Disposing of used nail files or giving them to the client to take home with them.</p> <p>Disposing of used orange wood sticks.</p> <p>Using a new wooden spatula every time it is dipped into the wax pot, no longer using metal spatula.</p> <p>Changing all towels.</p> <p>Changing couch face hole covers and sanitising between clients.</p> <p>No longer using eye pillow to cover client's eyes, using a rolled-up towel instead.</p> <p>Edit: in line with government guidance, as</p>				

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		<p>risk has significantly reduced since the introduction of the vaccine. Therapists are now only wearing Type IIR face masks. Added the option for clients to request further PPE on consultation form. Also asking if clients are vaccinated, so therapist can choose to wear additional PPE if they wish.</p>				
<p><b>Receptionist Contamination</b></p>	<p>Receptionist</p>	<p>Sneeze screen and use of visor when leaving reception desk.            Use of mask, visor, apron and gloves when dealing with used laundry.            Wipe Computer Screen, Mouse, Keyboard, Phone and Till Drawer regularly and between staff change over. No therapists behind reception in used PPE or taking payment with un-sanitised hands.</p>	<p>Sanitiser and Wipes kept behind Reception at all times</p>	<p>Receptionist</p>	<p>At all times</p>	<p>DT</p>

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		<p>Edit: receptionists only need to wear a face covering when leaving the reception desk. As risk has reduced no longer required to wear PPE for handling laundry, however face mask is recommended.</p>				
<p><b>Large number of clients in reception</b></p>	<p>Clients and receptionist</p>	<p>Offering staggered treatment start times. Asking clients to arrive on time to treatments, not early, to reduce time waiting in reception. Reception chairs spaced 1.5m apart. No manicures carried out at the nail bars to reduce number of people in area. Manicures carried out in treatment rooms.</p> <p>Edit: nail bars now in use as they are both facing away from each other and clients able to maintain</p>	<p>Monitor treatment start times. Ask clients to wait in Courtyard or in their car if they are early and reception is busy</p>	<p>Receptionist</p>	<p>Every day whilst creating bookings</p>	<p>DT</p>

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		1m distance. Staggered treatment time no longer required as 1m distance easily maintained in large reception area even when fully booked. Clients welcome to wait in reception and enjoy refreshments				
<b>Post and Deliveries</b>	Receptionist, delivery drivers, postmen	Maintain social distancing. Wash hands after opening boxes and post.	Sanitise each product as it is unpacked.	Receptionist	Every delivery	DT
<b>Transfer of Virus Through Payment Process</b>	Clients and Staff	No cash payments. Payments taken over the telephone before attendance to salon. Contactless or Apple Pay where possible. Card Machine sanitised before and after each use.  Edit: now taking cash payments. Receptionist	None  Silicone cover for card machine to avoid damage by sanitiser spray/wipes	Clients and Receptionist	Everytime card payments are taken	DT

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		advised to sanitise hands after handling cash				
<b>Contamination in Toilets</b>	Clients and Staff	Clients asked to go to the toilet before attending appointments where possible. Client Toilet cleaned after each use. Staff to use only the disabled toilet and to clean it after each use. Wipes etc provided.	Cleaning Schedule and Check Sheet in both toilets. Staff must complete the form after every toilet use; both client toilet and staff toilet.  Edit: check sheet no longer required as staff maintain good habit of sanitising surfaces after themselves.	Clients and Staff	After each use	DT
<b>Clients Come Within 2 Metres of Each Other</b>	Clients, visitors, contractors, delivery drivers	Website updated with rules including social distancing. Signs in salon reminding of 2 metre rule. One-way system in place. Seating spaced 2m apart. Safe Distance waiting signs on the floor. Clients wearing face coverings around the salon.	Staff monitoring clients movements	Staff and Clients	At all times	DT

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		Edit: signs taken down as 2m social distancing no longer required. Client behavioural change means all are well practiced at avoiding each other				
<b>Staff Come Within 2 Metres of Each Other When Masks Not Appropriate</b>	Staff	Staff breaks staggered so only 3 members in Staff Room at the same time to enable 2 metre social distancing. Social distancing reminder in Staff Room. One-way system in place.	Social distancing reminder poster in Staff Room and on staff room and kitchen doors	Staff	During break times when masks are not appropriate because of eating	DT
<b>Clients Sanitised Hands Contaminated by Using Mobile Phones and other items</b>	Clients and staff	Clients asked to keep all belongings in their bag. Adhere to the 'No Mobile Usage' rule within salon. If phone is touched client's hands must be sanitised again.	No coats taken by receptionist. Clothes basket in treatment rooms sanitiser spray after each use. Staff to monitor client actions and ask them to put items away/sanitise hands.	Clients and staff	At all Times	DT

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<b>Staff belongings carrying virus</b>	Clients and staff	Staff personal belongings kept in their bags; bags placed on shelving in staff room. Staff clothing hung up in staff room. Staff only touching their belongings on their breaks and washing their hands afterwards. If they must have their mobile phones in the workplace, they must be fully sanitised before and after each use.	Monitor staff behaviour and correct where necessary	Manager	Daily	DT
<b>Dirty Uniform</b>	Clients and Staff	Staff told to change uniform daily and more frequently if soiled during the day. A new disposable apron to be worn for each client. Uniform not taken offsite.	Receptionist must wear PPE when putting uniforms in washing machine	Staff	Daily	DT
<b>Kitchen Contamination</b>	Staff	No used PPE to be worn in kitchen. All touched surfaces i.e. kettle must be sanitised after each use. Only 1 staff member in kitchen at once	Signs in kitchen as reminder and on the door	Staff	At all times	DT

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		otherwise social distancing cannot be observed. Signs in kitchen as reminder.				
<b>Risk of contamination by treatments carried out in “high risk zones”</b>	Clients and Staff	<p>“High risk zones” include all Facials, Facial Waxing, Indian Head Massage, Epilation, Threading, Hopi Ear Candling, Lash and Brow Treatments, Clarins Wellness Treatments. Therapists must ensure they are wearing correct PPE and wash hands before and after. Clients must wear their mask until the very last minute. Facial treatment protocols amended to reduce likelihood of leaning over the client's face. Treatments in this area carried out from behind or from the side where possible. Clients to keep mask on for eye</p>	Ensure staff are aware of changes to treatments and carry out further training where necessary.	The Salon	Every facial treatment	DT

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		treatments. Face covering to be worn for the front section of full body massage. Using disposable tools eye treatments where possible I.e. disposable lash wands and tinting brushes.				
<b>Face masks removing tanning product from face</b>	The business reputation and client satisfaction	Ask client to pay for their treatment beforehand. Then client ask to leave via the back door so they do not have to replace their face mask after the treatment. This reduces the risk of them coming into contact with another client/therapist	Staff to ensure they are following this protocol	Staff	Every tanning treatment	DT
<b>Contamination through reusable equipment</b>	Clients	Hot stones, Silicone Tinting Pads, Silicone Lash rods; scrubbed with washing up liquid to remove residual product/bacteria/skin cells then soaked in Milton Sterilising solution for a minimum of 15 minutes.	Monitor staff to ensure they are cleaning and sanitising correctly	Manager	At all times	DT

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		Tweezers, Cuticle Nippers, Nail Clippers, Lash lifting tool cleaned with Navy pro-tools cleansing, then disinfecting wipes. Tools then stored in Barbicide. Barbicide replaced weekly.				
<b>Contamination Through Sharing of Food</b>	Clients and staff	<p>Staff not allowed to share food. Biscuit Barrell in kitchen not in use. Mint bowl removed from reception. Signage to remind staff. Clients not allowed to consume food on the premises.</p> <p>Edit: now offering food as part of pamper packages. Food consumed in outside courtyard area where possible.</p>	<p>Signage to remind staff.</p> <p>Staff to monitor client behaviour.</p>	Staff	At all times	DT

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<b>Contamination by Touching Face Covering</b>	Clients and Staff	Staff shown how to put on and take off face masks by using ear straps only. Not to touch the face or PPE with contaminated hands. Staff to change their face mask after eating or drinking and/or when they mask becomes wet or difficult to breathe through. Clients advised through COVID-19 update on website.	Monitor Staff and Client behaviour, correct where necessary and insist on covering being changed	Staff and Clients	At all times	DT
<b>Contamination Through Product Testers</b>	Clients and staff	All testers kept away from clients in sanitisation room/staff room. When carrying out product recommendations, the product should be dispensed onto a plate for the client to try. They can be shown the packaging but must not touch. Plate washed at 65 degrees in dishwasher. Packaging sanitised after being touched by therapist.	Monitor staff and client behaviour, correct where necessary. Keep product testers out of reach of clients. Carry out staff training in how to carry out new recommendation protocols.	Staff and clients	Testers put away before reopening.	DT

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		Edit: clients asked to sanitise their hands before touching testers				
<b>Contamination through Electronic Tablet</b>	Clients and Staff	Wipe Tablet before and after every use. Where possible send out Disclaimer and Consultation form via email prior to appointment avoiding clients having to touch screens.	Keep them sanitised	Staff	After every use	DT
<b>Uninformed Clients</b>	Clients and Staff	All clients asked to read COVID-19 policy on website when they book appointments over the phone. Prompted to read at various points on the website. Directed to it through online booking system. A3 sign above Sanitiser Station outside salon. Guidance on Social Media Platforms. Signs around the salon. Risk	Check on consultation form that they have read our guidelines	Receptionist	Every appointment booked	DT

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		Assessment published on website.				
<b>Contamination through Nail Polish Swatches and nail polish colours</b>	Clients	Mounted in a wipe clean frame. Receptionist to get colour to avoid therapist entering staff room with PPE. Sanitise bottle before and after use.  Edit: Therapist no longer wearing extensive PPE so welcome to enter staff room and collect colours.	Sanitise glass after every client touches them. Monitor staff behaviour and correct accordingly.	Receptionist and Therapists	After every touch	DT
<b>Contractors</b>	Clients, staff, visitors and contractors	Where possible contractors to visit salon out of hours or at a time when the least amount of staff and clients are in the building	Insist contractors wear PPE	Manager	Every visit	DT
<b>Wasted Time</b>	The Business	Staff instructed on preparing rooms for the day ahead to minimize movement around the salon and wasting time		Staff	Every Day	DT

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<b>Transfer of Virus Outside Salon</b>	General Public	All uniforms stay on the premises. Washed at the salon daily. Sanitise hands before leaving the salon.	Ensure every staff member has at least 3 tops and 2 pairs of trousers (proportionate to the hours worked) They must not wear uniform outside of salon at any time (Including lunch breaks)  Edit: staff now able to wear uniform outside of salon on lunch breaks as long as they aren't meeting up with anyone.	Receptionist and Manager	Daily	DT
<b>Fire</b>	The Business	Fire doors have to be propped open during the day to enable air flow and reduce contamination by touch. Close fire doors on the way out of the building if a fire occurs.	The fire doors must be closed at the end of the day in case of fire at night.	Staff and Fire Marshall	End of Every Day	DT

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<b>Towels carrying virus and contaminating clients and staff</b>	Clients and Staff	All Towels washed at 60°C Towels replaced after every client and taken to Maple Staff to wear PPE when touching dirty laundry. Limit the use of towels by using couch roll and disposable Scrummi towels.  Edit: used towels no longer kept in Maple as this is being used as a treatment room. No longer using disposable towels.	Towels transferred in plastic baskets between sanitisation station (Maple) and kitchen to limit dust transfer. Basket sanitised before being replaced.	Staff	Every Wash Load	DT
<b>Equipment</b>	Clients and Staff	Equipment cannot be taken out of the salon. Where possible equipment not to be shared between therapists or rooms. Sanitise equipment between use.	If staff want to do treatments on themselves, they must stay in the salon to do them and sanitise all equipment afterwards	Therapists	Between uses	DT
<b>Staff Cleaning Protocols</b>	Clients and Staff	A check list of Sanitising Protocol is displayed in	Continue to review to monitor	All Staff	At all times	DT

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		each room for Therapists to Follow. A Treatment PPE and Sanitisation Poster is displayed in the sanitisation Station. Physical training carried out to show staff how to sanitise.				
<b>Walk-in Clients</b>	Clients, staff, visitors, contractors	Walk-in clients must give their contact so they are contactable for test and trace. They must also be wearing face coverings	Anyone who comes into the salon to solely by products must be recorded on Phorest so	Receptionist	Every time	DT
<b>Therapists behind reception, meaning 2m social distancing not being followed</b>	Staff	A Laptop set up in Maple (Sanitisation Station) to enable Therapists to keep informed of changes to diary throughout the day. Reducing the need to touch their phones and standing behind reception. Tablets available for staff to also refer to.	Sanitise after every touch.	Staff	As Needed	DT

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<b>Staff Mental Health</b>	Staff	One-to-Ones with staff regularly to check that they are coping with the changes etc. Mitigates against Mental Health Issues. EAP available to staff. Involve staff in creating protocols and risk assessment.	Continually monitor staff	Managers	Monthly 1-2-1s and daily monitoring	DT
<b>Fans spreading the virus in the air</b>	Clients, staff, visitors and contractors	Ensuring windows are open if fans are being used to allow fresh air to circulate. Fans sanitised between clients. Filters in fans replaced more regularly.	Monitor government guidelines on fan usage	Staff	Between clients	DT
<b>People sneezing into the air</b>	Clients, staff, visitors, contractors, delivery drivers	Providing tissues in every room, people encouraged to catch it in a tissue. Tissue disposed of in contaminated waste. Bin added to reception for clients to dispose of tissues.	Monitor behaviour and correct accordingly  Tissues refilled/ replaced when empty  Bins emptied daily	Staff	Daily	DT

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<b>Increased risk of infections and complication for vulnerable workers</b>	Vulnerable workers	Identify who in your work force fall into one of the vulnerable categories. Discuss with staff what their personal risks are and identify what you need to do in each case. Identify how and where someone in one of these categories will work in line with current government guidance.	Regular meetings with staff. Email communication	Mangers	15/7/20	DT
<b>COVID-19 Outbreak Plan</b>	Clients and Staff	Nominate a single point of contact to advise Public Health if there is more than one case associated with the salon	Keep the contact details of everyone who enters the building	Debra Tripp	As necessary	DT