

ST KATHARINE'S

PARMOOR



Be Safe, Be Well



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BE SAFE

Whether you are a first-time visitor or a returning guest, we're delighted to welcome you to St Katharine's Parmoor.

We want to assure you of our continued commitment to the safety and wellbeing of our guests and staff, particularly in these days. We're doing everything we can to ensure that during your visit to St Katharine's you are safe, secure & protected.

Making a safe environment for everyone here is our priority, so to reassure you of changes we have put in place we have created this document - '*Be Safe, Be Well*'.

Please take the time to read this information at the time of your booking and also before your arrival. This will help you know what you can expect to experience when you visit us and how you can play your part.

We'll be taking as much care 'behind the scenes' as in our public areas when it comes to cleaning and safety procedures. We have introduced robust social distancing measures and task relevant PPE (Personal Protection Equipment).

You'll also have the reassurance that all staff are temperature tested every day before starting work.

Yours sincerely,



Stewart M'Creddie
Director



The Sue Ryder
Prayer Fellowship

WE ARE IN THIS TOGETHER

How you can help

We're doing everything we can to make your visit here comfortable, relaxing and inspiring. We also need to ask all our guests to play their part to ensure the House remains a safe and secure environment for all. You can help us in a number of ways.

If you feel at all unwell or notice changes in your health in any way before you visit, please phone us straight away. We will do our best to rearrange your visit for another time.

If you've had close contact with anyone in the past 14 days who has been diagnosed with or is presumed to have COVID 19 we cannot welcome you at this time. Please self-isolate at home and call your GP or NHS Direct.

Remember to travel to St Katharine's only with members of your own household or those within your support bubble. Please let us know in advance if you and fellow guest(s) are in a pre-existing 'social bubble' so that dining arrangements can be put in place.

For the safety and comfort of all our guests and staff, please observe current social distance guidance: 2 metres apart whenever possible, or 1 metre (whenever 2 metres is not viable) with risk mitigation. Please follow all distancing guidance markers, one-way systems, written instructions and directions offered by members of our staff.

In line with revised guidance, guests should wear a face covering in all public areas (such as corridors, lounges, chapel, etc.) whilst also observing social distancing. Please bring an adequate supply with you. We have a limited number of masks we can supply to guests in case of emergency.

Hand sanitising facilities are available across the site. We're all aware by now that the single most important way we can keep one another safe is to wash our hands regularly.

Please use the bathroom facilities in your room during your visit rather than the public facilities around the house.

Please try to avoid touching the property of other guests. Don't go into other guests' rooms for any reason. If you are concerned that a guest may be in difficulty in their room please inform our staff and we will assist.

If you, or a fellow guest, experience any symptoms of illness during your stay, please inform a member of staff immediately and we'll ensure you are given appropriate guidance and assistance.



ARRIVAL AND CHECK IN

From the moment you arrive at St Katharine's we will be putting your safety and wellbeing first.

Parking. We are limiting access to the site so you won't find the House and Grounds crowded. Please leave adequate space between cars when parking.

Arrival. Please ring the doorbell to the right of the main door and a member of staff, in PPE, will welcome you. Before entering the building, they will take your temperature using a contactless device. If your temperature is 37.5°C or above you will be asked to return home. (The door bell will be sanitised after each arrival.) As you enter the Foyer, you'll be reminded of the social distancing guidelines in place and the requirement to observe the directional signage across the entire site. You will also be asked to sanitise your hands before proceeding.

Check in. Check in will be one person at a time. You'll be asked to confirm a couple of essential details, then you'll be given your room number and you're free to go straight to your room. Staff will not be able to assist with luggage. Bedrooms can be accessed from 3pm and the final check in time will be 5pm (Monday to Friday). Currently arrivals at weekends are not possible.

Your Room. Your key will be sanitised and waiting in the door of your room. The room itself will have been deep cleaned and left empty for at least 24 hours following the departure of the previous guest. We're removing unnecessary items from rooms. For your safety and the safety of others, we kindly ask that you use the ensuite toilet and washing facilities in your room throughout your visit rather than the shared public washrooms. To minimise contact we won't re-enter your room to clean until the end of your stay.

MEALTIMES

Our kitchens and dining area are always run to the highest standards of cleanliness and safety. At present we've also added a range of provisions to ensure that we follow all government guidance and best practice, so our guests can enjoy our hospitality with confidence and peace of mind.

Seating. We're only accepting as many overnight guests as we can safely accommodate in our dining rooms. All place settings will be properly socially distanced from other guests, and tables will be thoroughly cleaned between meals. Please let us know in advance if you are here with other guests who are already part of your pre-existing 'social bubble' and with whom you'd like to share a table.

Service. All meals will be served to you at your table by staff wearing PPE. There won't be any buffet style service and therefore no queuing for meals. If you need attention please indicate to one of the dining room staff (who'll be present throughout meal service). Please remain seated at your table until you're attended to and until you've finished your meal. Chilled water is provided at every table at our lunch and evening meal.

After your meal. When you finish each meal, we ask that you simply leave all the used plates, napkins and cutlery on your table and leave the dining room using one of the designated exits. Our staff will come through once all guests have left so they can clean and sterilise the dining room surfaces and wash all the utensils in our high-heat washer.

Any dietary requirements must be notified prior to the day of your arrival.

MEETINGS AND WORSHIP

Many guests look forward to participating in our Morning Prayers in the Chapel and in the group sessions on retreats and other gatherings. We've made changes to our usual ways of working to ensure it's still possible for you to participate safely in these activities.

Chapel. The house Chapel will be open for private prayer all day. The main touchpoints in the Chapel will be cleaned at regular times throughout the day.

Guests are welcome to join the daily Mid-day Prayers. Due to the size of the chapel and limits on numbers of guests staying, we can safely adhere to social distancing requirements. Please respect social distancing guidelines as you enter and leave the Chapel. Services will be spoken only (no singing) and we do ask that you remain in your seat throughout.

A copy of our Mid-day Prayers will be placed in each room. These are for your exclusive use during your stay and you should bring it if you wish to join with us. At the end of your stay please leave it in your room and we will dispose of accordingly.

Spiritual direction. We can arrange for you to meet with a Spiritual Director. This should be discussed at the time of booking and certainly before you are due to come. We have a limited number of locations which can safely be used for spiritual direction. We'll do the best we can to help, but can't guarantee to be able to accommodate all requests.

CONFERENCE / MEETING SPACE

Once Government guidelines permit conferences and meetings to take place the following provisions will apply:

Our meeting rooms have been assessed for safe maximum capacity, and will be laid out by our staff before each meeting to ensure each group is comfortable and secure, adhering to current recommendations.

Please do not move the furniture – especially the seating – in your meeting room without consultation with a member of our staff. If your group is holding a series of meetings over one or more days, please use the same seat throughout your stay.

It would also be a great help if you could respect social distancing guidelines as you enter and leave the room.

We're not able to serve tea and coffee in the 'help yourself' buffet style we usually use, but we'll make sure you get refreshments during your gathering. Our staff will explain how refreshments will be served when your group first gathers.



Group leaders will be asked to complete a risk assessment prior to any conference/retreat they plan to deliver at St Katharine's, in conjunction with our '*Be Safe, Be Well*' guidelines.

RELAXING AND SOCIALISING

St Katharine's is a spacious place, blessed with a number of quiet cosy spots for reading, chatting or simply being quiet, and also with extensive outdoor space for those who want to walk or sit in the sunshine. It's possible for us to keep you safe and secure throughout your stay while providing plenty of opportunities for recreation and conversation with friends.

Indoors. We want to ensure you have a comfortable stay so we've reconfigured our public areas to provide plenty of spaces to sit, read, rest and safely talk with others. We've removed any unnecessary furniture and literature, and we'll keep doors and windows open where possible.

There are restrictions in place regarding the number of guests who may use any given space at one time. We may also have to ask guests to give us an opportunity to clean these spaces from time to time. Please use the guest spaces responsibly: don't rearrange the furniture; maintain social distancing at all times; and try to use spaces where fewer people are already gathered.

Outdoors. Good weather affords the opportunity to get outside where restrictions are far fewer – so we hope you'll have plenty of opportunities to enjoy the gardens and surrounding countryside! When outside please do continue to respect social distancing guidelines for the safety and comfort of other guests.

CHECK OUT AND DEPARTURE

All good things come to an end, even visits to St Katharine's! But even when it's time to say goodbye we'll be working to keep you secure and well.

Check out. Our check out procedures for all guests will be as simple and contactless as possible. Just let the Office staff know you're leaving and settle any outstanding bills (We are in the process of setting up card payments so we would ask that BACS payments are used in the meantime. We are trying to move away from cash and cheque transactions). Then simply drop your key into the basket in the General Office.

After your stay. We're required by law to retain your contact details after you leave. If at any time following your stay you either (a) experience symptoms of coronavirus or (b) test positive for coronavirus, you should ensure your doctor is informed and should also follow the guidance of the NHS Test and Trace team. If we are contacted by the Test and Trace team we will supply them with details of all guests who may have been at risk.



PROBLEMS AND QUESTIONS

How we can help

Our staff team will be doing everything they can to keep you safe and secure. We're also asking all our guests to play their part, and we're confident that people will rise to the occasion. But you may find that you have a concern during your stay: a question about these guidelines, a problem with a guest or member of staff, or some other issue you'd like to discuss.

In the event of any concern arising please speak in the first instance to the staff at the General Office who will assist you. If necessary, you can also ask to speak to the Director. Questions and concerns can also be sent to us via email: office@srpf.org.uk

THANK YOU

We're delighted to be able to welcome guests back to St Katharine's, and we're grateful to you for your cooperation as we endeavour to make the experience of staying here as safe, secure, inspiring and enriching as possible.

Founder: Lady Ryder of Warsaw C.M.G., O.B.E.

Sue Ryder Prayer Fellowship (Parmoor) is a company limited by guarantee

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