

For the COVID 19 reopening of the Mill Café, St Catherine's Hospice has implemented a range of measures to keep everyone safe, during this uncertain time.

Government guidance:

Indoor gatherings should only be occurring in groups of up to two households (including support bubbles) while outdoor gatherings should only be occurring in groups of up to two households (or support bubbles), or a group of at most six people from any number of households.

Pre bookings only & we are not taking any walk-ins. We are keeping a record of customers and visitors for 21 days to assist NHS Test and Trace with requests for data if needed.

Using screens to separate staff from customers at reception. We have adapted our table layout to ensure we follow 2m social distancing guidelines. We are asking people to arrive on time (not too early or late) as we have staggered bookings, which reduces the need for customers to queue outside.

We are asking customers to use hand sanitiser facilities as they enter the Mill. There is a one way flow, with a separate entrance to exit. Staff will also use a one way system. Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.

Staff who take orders or bring food to tables, who cannot be socially distanced by 2m will wear face masks. We are also ensuring staff further increase the frequency of hand washing and surface cleaning, especially touch point areas. Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others). We will be using disposable menus, and not placing cutlery or condiments on the table. We have allowed a 10 minute turnaround per table so that every table will be cleaned with sanitiser after table vacated.

Please can we remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.

We are only accepting card & contactless payments & no cash currently. We will be taking payment at the table so there is no need for you to queue. We are now closing at 4 pm each day to enable a daily deep clean.

If there is anything else specifically you would like us to answer please do let us know at themill@stcatherines.co.uk