

Investigating a Fatality in the Leisure Industry

Background

Successful organisation employing 30 people in York.

Problem

- Had an accident involving the unfortunate death of a customer falling down some stairs
- Needed to respond immediately
- Needed to investigate accident thoroughly for company and the authorities
- Met HSE and helped represent the Hotel
- Potential claims from customers and staff was a separate concern, needed documented evidence and safe systems in place

Outcome

- Introduced a safety management system so that it was accurate and tailored to the business requirements
- Company now fully aware of its legal obligations, able to step by step improve safety systems, continually improving and educating / developing workforce
- Peace of mind for hotel managers