



Lesson Learnt: Accident - Hot Water Burns (Customer)



In Focus

- 2 separate incidents where a customer requested cold water for their metal flask.
- The CH&CO team members on both occasions put hot water from the boiler into the flask.
- The customers assumed it was cold water resulting in burns: Complainant A: Burn to lap, Complainant B, burn to mouth & lips (see photo).

Risk Assessment

- Potential Hazard(s):** Hot water can cause serious burns.
- Risk Level (e.g., Low, Medium, High):** Risk of burns from hot water is High.
- Consequences of Getting it Wrong :** Severe burns to skin or mouth / throat. Burns can result in pain and scarring. Client relationship damage. Client & CH&CO brand damage. Personal damage claim from customer.

Root Cause / Contributing Factors

- Hot water from the boiler was given to the customers
- Team members did not confirm the request from the customer.
- Team member did not warn the customer of the hot contents.
- Lack of mindfulness / lapse of concentration/ making assumptions based on the water bottle provided.



Whistleblowing

Worried about how things are being run at work?
Call the Whistleblowing Hotline 0808 801 0351
(UK) 1800 910 351 (IRL)
Or email: assistance@hospitalityaction.org.uk

Actions Taken

- ✓ **Action 1:** Teams retrained on providing hot drinks to customer risk assessment.
- ✓ **Action 2:** The team briefed to confirm customer request if they believe hot water was requested
- ✓ **Action 3:** If hot water is requested, Team briefed to inform customer that water is hot.

Preventative Measures / Best Practices

- ✓ Hot water from the boiler is avoided unless explicitly requested from the customer.
- ✓ Care to be taken by CH&CO team to avoid burning themselves, ensure the container is suitable for hot water.
- ✓ Always add at least ¼ cold water before adding hot water from the boiler.
- ✓ Encourage team members to communicate clearly with the customer to ensure hot water is what they requested.