

Covid-19 Risk Assessment for Self-Catering Properties

Property Name	Our Bench Accessible Self Catering	Date of Next Review:	1 st August 2020
Date of Assessment	15 th June 2020	Notes:	
Carried out by	Matt and Helen Renouf		

What are the Hazards?	Who Might Be Harmed and How?	What are you already doing to control the Risk?	What further action do you need to take to control the risk?	Risk Factor / Urgency		
				High	Medium	Low
<p>Person to person contact during COVID 19 pandemic (Host and guest)</p>	<p>Becoming infected with COVID19 and further spread the infection</p>	<p>Welcome document to guests prior to arrival asking them to only arrive if well, and pointing out the symptoms.</p> <p>Minimise contact between the two parties – keylocks, checking if they want a welcome. Maintaining social distancing.</p> <p>Provide PPE for any staff, made guests available we will wear on request. Social Distance reminders around the cottages.</p> <p>Welcome email sent for guests explaining procedures. Laminated information in cottage .</p> <p>Use self-check in approaches where appropriate such as lock boxes with Host to video call or phone the guests after guest arrival to ensure customer satisfaction and to answer all queries</p> <p>Sanitiser available at doors and communal touch points.</p> <p>Friday cleans for guests staying more than one week – optional – but guests are asked to go out. If guests are staying in, they will given the option to change it themselves.</p> <p>Any issues needing a maintenance visit to be arranged when guests are out of the property where possible - (unless an emergency) Cottages are well maintained.</p> <p>Tea/coffee/soap etc all single use. Guests are advice in welcome document of what to do if they become ill and have our contact numbers.</p> <p>Exit email thanking for their stay and checking ongoing health. Have a post stay health questionnaire</p>				

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<p>Owner / Staff not fit for work and infected with COVID 19</p>	<p>Could spread COVID 19 through cleaning within the property</p>	<p>Temperature checks on cleaning days.</p> <p>Possible extra time between bookings – depending on demand. In which case cottages will be prepared early.</p> <p>Aware of Social Distancing with staff and limiting risks where possible.</p> <p>Back up staff available</p> <p>Amending bookings to allow for owner cancellations if we feel guests are at risk.</p>				
<p>Cleaning regimes not effective / fit for purpose</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>PPE Available</p> <p>Create a cleaning plan that all cleaning staff must adhere to.</p> <p>Create a cleaning checklist that all cleaning and leave in property for transparency</p> <p>Maintain regular maintenance dealing with any issues as they arise.</p> <p>Cleaning standards checked</p>				
<p>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</p>	<p>Not cleaning or sanitising the property correctly</p>	<p>Cleaning checklist</p> <p>Steam cleaner and carpet cleaner available as required.</p> <p>All materials purchased in house and supplies kept up to date.</p>				

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<p>Dealing with a guest who is unwell or infectious outbreak in your property</p>	<p>The spread of an infection outbreak</p>	<p>Guests are asked to leave as soon as they have symptoms and notify us, in theory they have time to travel home.</p> <p>If guests have to stay for extended time – 14 days, then they are liable for future costs, this is included in our terms and conditions and we cancel any arriving guests. They are advised to check before departing from home.</p> <p>Pink bags are provided for contaminated waste and council policy explained.</p> <p>Clean linen will be delivered on request. Used lined – washed at 60 degrees plus. Guests have option to wash and launder own.</p> <p>Foods, medicinces can be delivered at guests cost – I am a NHS Voluntary Responder so trained in the protocols.</p>				
<p>Incorrectly laundered bedding</p>	<p>Bacteria not killed off properly</p>	<p>Cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash) – by ourselves.</p>				
<p>Changeover clean</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>All changeover cleans can only be completed once the guests have left the property</p> <p>Cleaner has filled out the fit for work document</p> <p>All PPE is available to cleaner and worn to remove dirty materials from cottage – red bag system. Then new PPE to make up cottage – Blue Bag.</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p>				

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Legionella	Infection of Legionella from standing water if the property has been lying empty	<p>Flush the whole water system for two minutes or more. First flush your toilet, then let the kitchen taps and the hand basin taps run for two minutes or more to let both hot and cold water pass through.</p> <p>Flush the shower through If your shower has not been used for two weeks or more, disinfect the showerhead.</p>				

Notes on completion	
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