**Simonsbath House Self Catering Cottages and Apartment**

Date of Assessment: 26th June 2020

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| What are the Hazards? | Who might be harmed and how | Action required to control risk | Risk Factor once control measures in place |
| Person to person contact during COVID 19 pandemic (Host and guest) | Becoming further infected with COVID 19 and further spread the infection | Minimise contact between the two parties.  Consider protective clothing for any welcome staff and ensure guests and welcome staff understand social distancing guidelines.  Provide a pre-arrival/ departure pack for guests  explaining procedures.  Use self-check in approaches where appropriate  Ensure guests are not present during interim cleans  Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)  Provide a FAQ document on all aspects of the property e.g. How the heating and hot water works. How the cooker works  This will minimise any visit to the property  Ensure all complimentary packs are single packaged items  Have an illness during stay reporting procedure and useful contact numbers sent in advance  Where social distancing cannot be maintained at 2m+ staff will wear appropriate PPE and guests will also be expected to follow the government guidelines.  Staff to wash hands with soap and hot water for a min of 20 secs on a regular basis. | low |
| Housekeeper/cleaner not fit for work and infected with COVID 19 | Could spread COVID 19 through cleaning within the property | Create an ongoing checking system and document for staff health / wellbeing i.e. recording if staff member off and period of absence | low |
| Cleaning regimes not effective/fit for purpose | Contaminated accommodation / spread of COVID 19 | Create a cleaning plan that all cleaning staff must adhere to for each clean  Create a cleaning checklist that all cleaning staff must fill in and leave in property for transparency  Any maintenance issues to be flagged by cleaning staff and dealt with before the guests arrival  Ongoing staff training to ensure knowledge,  clear understanding, and skills of every task undertaken  Cleaning standards checked periodically by supervisors  All cleaning team members are given the correct  protective clothing and training on how to use correctly and instructions on hand washing, protective clothing disposal and their well being | low |
| Incorrect/Ineffective cleaning materials used/cleaning regimes not recorded | Not cleaning or sanitising the property correctly | Put a cleaning requirement document together, clearly stating what should be sanitised within the property i.e. a check list for cleaning  Touch points, door handles, banisters, surfaces,  bathrooms  What should be disinfected, floors, walls  Ensure all cleaning materials are clean and fit for purpose  Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way  Add information regarding cleaning products used and for what purpose to the H&S information , COSHH sheets if required, all previous cleaning / maintenance schedules for the accommodation and all risk assessments | low |
| Dealing with a guest who is unwell or infection outbreak in property | The spread of an infection outbreak | Inform the guest in a pre-information email what to do if they suspect they are ill or have an infectious outbreak Including relevant phone numbers and actions required  Speak with the guest by telephone to clearly understand the situation and if the guests need to extend their stay and for how long  Build into terms and conditions the cost and  requirements if a guest has to extend their stay through illness for self-quarantine  Deliver clean linen and linen bag for the guests to place used linen in (leave this in the property)  Deliver, medicines, food supplies and extra cleaning materials to the outside of the property where necessary. When property is vacated it will remain unoccupied for 72 hrs prior to deep clean. | low |
| In correctly laundered bedding | Bacteria not killed off properly | Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash) with laundry products  Alternative lower temp cycle + bleach or other laundry products or tumble dry on hot and/or iron  Use gloves to remove dirty linen/textiles carefully directly into bags (if it has not been stripped by guests). Linen/textiles should not be shaken in case viruses are dispersed through the air. Ensure it is removed from the property prior to cleaning.  Clean pillow and mattress protectors should be used for each changeover.  Bedding should be sprayed with disinfectant or pillows and duvets can be rotated (removed and left bagged for 72 hours between use). Remove gloves and dispose of them after stripping beds. Wash hands. Apply clean gloves before putting the clean linen on the beds. | low |
| Changeover clean | Contaminated accommodation / spread of COVID 19 | All changeover cleans can only be completed once the guests have left the property  Cleaner has acknowledged they are fit for work  All protective clothing is available to cleaner  All cleaning / maintenance procedures are adhered to and documented accordingly | low |
| Legionella | Infection of Legionella from standing water if the property has been lying empty | Flush the whole water system for five minutes or more.  First flush your toilet, then let the kitchen taps and the hand basin taps run for five minutes or more to let both hot and cold water pass through.  Flush the shower through If your shower has not been used for two weeks or more, disinfect the showerhead.  The showerhead should be removed and the shower run | low |