# Staff information of COVID safe operations

# Simonsbath House Hotel, Restaurant & Self Catering Cottages

For our hotel and cottage residents we’ve considered the entire customer journey to assess how we can keep them as safe as possible, whilst still giving them the outstanding Simonsbath experience we’re known for.

Below is the information we have used to form our risk assessments and is the basis for the welcome letters and details we are sending to visiting customers. Some information is for our own benefit and staff training.

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[Pre-arrival](https://barnstaplehotel.co.uk/covid-19/hotels/#Pre-arrival)

[Arrival & check-in](https://barnstaplehotel.co.uk/covid-19/hotels/#Arrival)

[Common areas](https://barnstaplehotel.co.uk/covid-19/hotels/#Common)

[Bedrooms & bathrooms](https://barnstaplehotel.co.uk/covid-19/hotels/#Bedrooms)

[Food & drink](https://barnstaplehotel.co.uk/covid-19/hotels/#Food)

[Check-out](https://barnstaplehotel.co.uk/covid-19/hotels/#Check-out)

[Our people: training, hygiene and protection](https://barnstaplehotel.co.uk/covid-19/hotels/#People)

[Localised Lockdowns](https://barnstaplehotel.co.uk/covid-19/hotels/#local)

Staff information

Cleaning protocols for Self catering

Risk Assessment

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### ****Pre-arrival****

You can book your stay online at [enquiries@simonsbathhousehotel.co.uk](mailto:enquiries@simonsbathhousehotel.co.uk) or by calling us on 01643 831259

The following procedures are for your peace of mind prior to your stay however, we will be happy to talk to you if you have any further concerns or questions.

If you are displaying any symptoms of Covid-19 please call us to postpone your stay. These include; A high temperature, a new and persistent cough and loss of taste and smell.  

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**Arrival & check-in**

1. If you are displaying any symptoms of Covid-19 please do not enter the hotel. These include; A high temperature, a new and persistent cough and a loss of taste and smell.
2. Customers are requested to contact the hotel 30 minutes prior to arrival to ensure we are on hand to assist with your arrival and check-in, please be aware check-in is from 2pm onwards.
3. We have put in place signage on arrival and throughout the hotel detailing the guidelines we have in place to protect you.
4. Any guests or visitors displaying Covid-19 symptoms may be asked to leave the premises.
5. If you have any questions or need assistance during your stay, simply dial 9 07971192110 from the phone in your room.
6. Hand sanitising stations will be provided at the entry and exit; customers will be required to sanitise their hands before entering the hotel.
7. Our check-in process has been streamlined to allow for a fast and reduced-contact experience, note that we will only be accepting debit and credit cards for the foreseeable future, to avoid the handling of cash.
8. Please ensure you adhere to the social distancing of a minimum of 2m or 1m with mitigation when checking into the reception area.  This may require guests to wear masks in line with changing government guidance.
9. All surfaces, screens, door handles and equipment will be regularly cleaned and sanitised throughout the day.
10. If you have any special requirements please let us know before you arrive so we can make the necessary preparations with everybody’s safety in mind.

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### ****Common areas****

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1. We have heightened and enhanced our cleaning procedures to include extensive cleaning of shared surfaces throughout the day
2. We have set up hand sanitising stations throughout the hotel for you to use and we politely ask you use these when entering the hotel.
3. We have equipped our customer toilets with sanitising hand wash at the basins and disposable hand towels.
4. To avoid overcrowding and unnecessary contact we ask that guests who are staying with us - where possible - use the bathrooms in their bedrooms.
5. When walking through the hotel we will ask that you please use your discretion and consideration by keeping a social distance of a minimum of 2 m or 1 m with mitigation between yourself and other guests.
6. To reduce the likelihood of contact on stairways and corridors we are asking guests to operate a one-way system, using the main staircase for coming down and the side staircase for going up to the bedrooms.

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### ****Bedrooms & Bathrooms****

1. Guests will be provided with any further information as it is updated from the government on best practices for staying safe during your break with us.
2. Every guest bedroom and en-suite will be fully sanitised before each stay and locked to ensure no contamination occurs prior to your arrival.
3. Fabric items such as mattresses, pillows, cushions, carpet, chairs and other furniture are sprayed with an approved sanitising solution, which is effective in killing Covid-19 but otherwise harmless to you and us, or the room will be left unoccupied for a min of 72hrs.
4. All surfaces are thoroughly wiped down and cleaned prior to your arrival.
5. Linens, towels and robes are professionally washed on a high heat, and tumble dried. All consumables are replaced before each stay.
6. Printed material other than the evening menu and selection sheets have been removed from your room to avoid cross contamination.
7. Daily servicing by our housekeeping team will not be available, should you require any additional cleaning rooms will need to be vacant and personal items including toiletries stowed away.
8. If you require a refill on your water bottles, milk container please bring these to breakfast with you and will be replace with fresh sanitized bottles. You can also let us know if you need further sachets of tea/coffee etc for your room.
9. If you require clean towels or robes please leave these outside of your room when you go out for the day and we will replace these in your absence.

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### ****Food & drink****

1. When you stay with us you can dine in the designated dining areas where you will have a designated table and we will agree dining times with you on arrival. However, please note due to the additional cleaning and sanitizing requirements, evening meal service will now start at 6.30pm and the latest evening meal service will be 8pm. You will be asked to select your breakfast choices the evening before and evening meal choices at breakfast (or when you check in). Please, adhere to times to ensure we are able to minimize customer contact and guest safety at all times.
2. We have extended our dining spaces to ensure all diners are a socially distanced in line with Government guidance.
3. We are able to offer flexible table configurations dependent upon your household size. Please discuss this with us when you book.
4. At  present buffets are not permitted in accordance with

Government guidelines, however we will continue to monitor this situation

1. To maintain the social distancing guidelines, we will not be offering drinks at the bar, instead we will offer a full table service throughout the hotel bar, restaurant and lounge.
2. We ask that guests who are staying with us use the bathrooms in their bedrooms
3. Hand sanitising stations will be set up at the entry and exit points to use and should be used every time you enter or exit dining areas.
4. We will only be accepting credit and debit cards at this time.

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**Check-out**

1. A printed room invoice will be placed on your table at breakfast.
2. To check out, all you need to do is leave your key in your room and we will automatically take payment for any extras using the debit or credit card details we hold on file, should you have any queries in relation to your bill, please call and speak to us by dialing 9 07971192110 from your room.
3. If you did not book directly with the hotel, you will need to supply an email and mailing address details to reception, if you require a copy of your bill.
4. We ask that you use the hand sanitisers before leaving the hotel.

**Staffing**

1. All of our staff have undergone comprehensive hospitality-focused training on how to prevent the contagion of Covid-19.  We will continue to elevate our training as best practices evolve.
2. Any staff member who shows symptoms will be immediately sent home and will be required to self-isolate for 14 days prior to returning to work.
3. Hand sanitising stations are located at all entry and exit points for the staff to use.
4. We will be keeping up to date with any changes to government guidelines; this document is subject to change to ensure your safety**.**

**Localised Lockdowns**

If you have a stay booked and your place of residence falls into a "localised lockdown area", as per the Government guidelines non-essential travel will not be permitted, therefore you will be unable to stay during this time.

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**\*Please note: subject to the latest guidelines we will be constantly reviewing our processes and precautions. This guide will be constantly updated to give you the very latest information.**

**Staff information**

* **Remember the current guidance - 2m distancing or 1m with a mask.**
* **Wash hands on a regular basis using hot water and anti-bac soap specifically when entering the building having been working outdoors, also if you touch any guest belongings.**
* Only designated staff may enter the kitchen and prep room areas. Please be aware of cross contamination moving between rooms of the hotel. Hand sanitizers are provided in the kitchen area for kitchen staff. DO NOT LEAVE CLOTHING OR FOOTWEAR IN THE ENTRANCE TO THE KITCHEN.
* Staff must wash their hands thoroughly before and after taking food or beverages to the customers.
* Staff using the downstairs kitchen toilet must wipe all surfaces after use using the wipes provide and put them in the bin provided. DO NOT DISPOSE OF WIPES DOWN THE TOILET. Put the toilet seat down before flushing to prevent water droplets spreading. Areas to be wiped include toilet seat, handle, door handles and door around the handle. Thoroughly wash hands.
* Kitchen staff should wear aprons, gloves and facemasks provided where necessary. Staff serving in the restaurant must wear a facemask when taking food to the customers. Staff must have hair tied back when serving customers in the restaurant.

**Cleaning cloths must be used once and disposed of or washed on a 60 degree wash.**

* At the end of a meal service all tablecloths must be washed and tumble dried, the carpet must be hovered and seats and curtains must be sprayed with the designated disinfectant cleaner. Areas around the tables such as radiator covers must be wiped with anti-bacterial spray. Glasses, having been through the dishwasher, must be wiped and put away. No items other than main kitchen utensils should be left on the working surfaces.
* At the end of each meal service all kitchen surfaces must be wiped with anti-bacterial spray. The floor must be washed with hot water containing floor wash and bleach. Bins must be emptied at the end of each meal service and the bin surround wiped with anti-bacterial spray.
* The surfaces in the main hotel must be wiped with anti-bacterial spray on a regular basis and must include: after breakfast and at the end of the evening when guests have gone to bed. Curtains and soft furnishings must be sprayed with the designated disinfectant cleaner.
* Hand sanitizer containers should be checked on a regular basis including after breakfast once guests have gone out for the day and at the end of the evening when guests have gone to bed.
* Guest booking slips for breakfast and evening meal must be disposed of in the bin after service and any billable items written on the guest booking form in the office. PLEASE DO NOT LEAVE PAPER/PERSONAL ITEMS ETC IN PUBLIC SPEACES.

**The Professional Association of Self-Caterers UK**

**Cleaning Protocols for Simonsbath House Self-Catering Cottages and Apartment in the Context of Covid-19**

These cleaning protocols have been prepared for self-catering and short-term let properties by the Professional Association of Self-Caterers UK, the Association of Scotland’s Self-Caterers (ASSC) and Premier Cottages Ltd.

**Introduction**

It is the responsibility of every self-catering or short-term rental operator to ensure that they and their properties comply with health and safety legislation in relation not only to self-catering accommodation, but also to ensure the safety of guests and staff in relation to Covid-19.

Limiting the spread of the Covid-19 Virus is therefore an additional consideration beyond our existing responsibilities. We have a public health responsibility to ensure the accommodation is clean, not only to the eye, but also that any potential virus is removed to the best of our ability to prevent any spread.

It is essential that housekeepers and cleaners have the right equipment to carry out their jobs effectively. It is important to have a strict cleaning protocol in place and that this is clearly identified to both cleaners and guests.

**Background to COVID-19**

COVID-19 is a disease which is caused by the SARS-CoV-2 virus, which can be passed via respiratory secretions (i.e. saliva) and faeces, and which can successfully live for up to 2 to 3 days on certain surfaces. COVID-19 is an “enveloped” virus, meaning that it is surrounded by a protective layer of fats and proteins.

COVID-19 can be transferred via hands from one surface to another. By touching a surface which has traces of COVID-19 on it, and then touching your face or eyes, you may become infected with COVID-19.

Soap and hand sanitizer are effective at denaturing the fats and proteins surrounding the virus, and therefore good ways to kill the virus.

Latest evidence published in The Lancet and The New England Journal of Medicine illustrates that information and knowledge is evolving all the time. Currently it is thought that the virus can live on some common household surfaces for:

|  |  |  |
| --- | --- | --- |
| Surface Type | Present | No Longer Present |
| Air | 2-3 hours |  |
| Paper and Tissue | 30 mins | 3 hours |
| Copper | 4 hours | 8 hours |
| Wood, cloth and cardboard | 1 day | 2 days |
| Glass | 2 days | 4 days |
| Plastic and Stainless Steel | 4 days | 7 days |

\*This is based on testing initially, then at 4 days and then 7 days, when the virus was entirely

neutralised.

Therefore, these surfaces need to be disinfected before they are safe to touch. All surfaces which are touched frequently, such as light switches, door handles, kitchen surfaces, and bathroom surfaces should be regularly disinfected.

**General advice**

There is no requirement to leave a property empty for 72 hours.

Housekeepers and Cleaners should wear disposable gloves, aprons and masks, where appropriate, which should be changed between cleans. Cleaners should also wash their hands frequently or use hand sanitizer.

A potential risk when cleaning is accidentally transporting the virus from one part of the property to another, for instance via a cleaning cloth. Operators should consider how they can clean a property in a way which minimises entering parts of the property after they have been cleaned

For each changeover, cleaners should follow these steps:

● Risk Assessment Please follow prepared Risk assessment for cleaning and laundry.

● Removal of waste detailed in following guidance

● Deep cleaning process to remove any residual dirt on surfaces detailed in following guidance

● Professional disinfection: removes the unseen virus and leaves the space safe detailed in following guidance

**Risk Assessments**

Broadly speaking a risk assessment involves identifying potential risks within a property, and taking active steps to mitigate those risks.

The basic steps for undertaking a risk assessment are as follows:

1. **Look:** for the points of transmission for Covid-19, i.e. the touch points.

2. **Decide**: the likelihood of transmission via that touch point.

3. **Evaluate:** whether your current regime is sufficient or whether you need to more and

whether it is ‘reasonably practicable’ i.e. you may now need to wipe with a disinfectant

cleaner all the door handles, which is reasonably practicable, but it will not be reasonably

practicable to wipe down the garden gate!

4. **Record**: your findings and draw up a simple list of guidance points for the person/s who are

going to do the cleaning, even if it is yourself.

5. **Review:** as the danger of the virus recedes you may want to gradually alter your regime, e.g.

reduce the rate of disinfection or re-introduce removed items.

Risk assessment undertaken to accompany this document

**Guidelines for Cleaning**

The following steps will minimise the risk of the people responsible for cleaning, contracting the virus and ensuring the accommodation is safe for new guests.

1. Carry out a **Risk Assessment**.

2. Ask guests to air the property during the stay and to strip beds / bag up linen on departure.

3. Provide the correct protective clothing and cleaning products for the cleaners.

4. Cleaners should follow the following process:

a. Ensure the rooms/property is ventilated whilst cleaning. If it is safe to do so, and won’t compromise insurance policies, suggest that guests leave windows open prior to departure. This will ensure that there is no air borne virus in the property.

b. Understand the clean level required and have the appropriate equipment.

c. Wear the appropriate protective clothing (gloves, apron and mask where appropriate).

d. Prepare the area to be cleaned – remove waste, remove dirty linen and towels and carry out any initial cleaning required (i.e. clear out fridge for leftovers, clear surfaces, etc).

e. Bedding & Linen: Use gloves to remove dirty linen carefully directly into bags (if it has not been stripped by guests). Linen 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.

f. The same applies to towels, bathmats, tea towels and any other removable linen items.

g. Disposal of waste: waste of any kind should be placed in a plastic bag, tied and removed from the property and disposed of in an external bin. Hazardous waste should be disposed of according to government or council guidelines.

h. Clean using general cleaning products – or hot soapy water. We suggest that all crockery, cutlery, glassware is put through the dishwasher to ensure virus free if possible. Alternatively wash in hot soapy water.

i. Disinfect using appropriate products and ensuring it is left on the surface for the required time to kill the virus: make sure the product will work on enveloped viruses. Look for EN14675 or EN14476 and follow manufacturers guidelines, some products can be misted onto soft furnishings.

j. Wash hands fully after the removal of protective clothing. Hand sanitizer can be used if hot running water is not available.

**Guidance for Operators and Hosts**

**(Information for Guests)**

● Keep contact with guests to a minimum, adhering to current social distancing guidelines. Where contact is inevitable (e.g. if checking passports/IDs is part of guest check in), operators or hosts should wear protective clothing and maintain a safe social distance.

● We will use a reduced contact check in method, where keys having been disinfected will be placed in a bag ready for collection from reception.

● Hand sanitizer station will be placed at the entrance to the property.

● We will provide guests via email with all relevant information that they need ahead of their arrival including advising guests that we have taken all possible steps to protect them and clean the property suitably. This will include a cleaning standard tick list for transparency for the incoming guest.

● We will provide helpful information for guests via email, including:

○ Helpful numbers and contacts;

○ Guidance in case a guest shows COVID-19 symptoms;

○ Local walks / attractions that are open for use under social distancing rules;

○ Appliance instructions;

○ Heating instructions.

● We will make sure that guests have access to appropriate guidance in the event that they develop

COVID-19 symptoms.

● We will provide an adequate supply of cleaning materials. Guests should be able and encouraged to maintain the cleanliness of the property during their stay.

**Maintenance**

In order to comply with social distancing rules, only essential maintenance will be undertaken during a guest stay.

**What to do if a staff member develops COVID-19 symptoms**

The following rules should be adhered to:

1. If you, display symptoms of Coronavirus or live in a household where someone else has symptoms, that person must not enter the rental property. COVID-19

Government guidance for the public states: “the most common symptoms of coronavirus are recent onset of a continuous cough or high temperature or a loss of, or change in, normal sense of taste or smell”. If you have these symptoms then stay at home for 7 days, or 14 days if living with someone who has the symptoms. There is no need to call NHS 111 to go into self-isolation. If symptoms worsen during self-isolation, or are no better

after 7 days contact NHS 111 online, or if there is no internet, call NHS 111.

2. In order for you to return to work, we will need to carry out a return to work assessment, to ensure your recovery is clear and you are able to return to work. All communications with staff should be undertaken electronically. Support should be offered to all staff suffering from mental health problems and be advised to contact mind.org.uk or anxietyuk.org.uk.

3. If you develop symptoms at work you must be sent home and follow Government “stay at home” guidance. If there is an emergency dial 999.

4. Disinfect any touch points that may have been infected by a contaminated person.

**What to do if a guest develops or arrives with COVID-19 symptoms**

● According to **UK Hospitality guidelines**, if a guest presents themselves with symptoms or Covid-19 or is asymptomatic but declares the need to self-isolate, they should be advised to check out and return home to self-isolate according to current government guidance. If the guest has acute symptoms, has breathing difficulties or their life is at potential risk, seek medical help immediately. Businesses should refer

to NHS Inform for further advice on what action to take in the event of a known or suspected case of Covid-19 within the premises.

● Be aware that guidance can change, so always check the government sites if a case arises in your business.

● It is understood that if anyone staying in the property contracts the virus they will immediate inform their host/manager who can inform of the next steps to be taken.

**Steps that should be taken on hearing of an infection:**

● If the property has a communal entrance / communal stairwell, corridor etc a fully protected housekeeper (gloves & apron) should attend as soon as possible and use disposable materials to wipe down all door handles, entrance systems, stairwell banisters, light switches to try and minimise risk of spread to neighbours.

● If property has main door entrance and therefore no further risk to neighbours then the guest should just follow standard self-care methods and in addition, refrain from putting out any rubbish. All rubbish should be double bagged and stored safely for 72 hours before being thrown out. Alternatively, it should be placed in a suitable outdoor bin for removal.

Once a property is vacated post infection, appropriate cleaning procedures should be followed.

**More detailed guidance**

**What products should I be using?**

In order to assist in the prevention of the spread of the virus it is important to understand the difference between cleaning and disinfecting. Cleaning is the act of removing dirt and other visible signs of surface fouling, such as grease marks or stains. Disinfecting is when you use specific chemicals to kill viruses or germs (for example when you spray an area with a bleach solution, such as a sink or toilet bowl). It is essential to clean first, and then disinfect using **A virucidal disinfectant** certified for **EN 14476.** (physical or chemical agent that deactivates or destroys Viruse).

Ensure that it has the appropriate dwell time (leave it to air dry

**Can Bleach kill Coronavirus?**

● Bleach is highly effective in combating most of the pathogens that cause diseases with 99.9% germ kill. The latest advice from the World Health Organisation (WHO) is to use diluted Sodium Hypochlorite (bleach) at 0.5% as the recommended solution for disinfection of frequently touched surfaces in homes and healthcare facilities – especially those housing patients with suspected or confirmed cases of SARS-CoV-2 infection.

**Guide to cleaning different surfaces**

According to National Institutes of Health (NIH) studies, Coronavirus can live for up to 2-3 days on

plastic and stainless steel surfaces. Since these materials make up many of the things which we

regularly touch on a day to day basis, such as light switches and taps, it’s vital to disinfect surfaces to

reduce the possible risk of transmission between people. This is why the World Health Organisation

(WHO) advises the use of diluted Sodium Hypochlorite (bleach) at 0.5% to regularly disinfect

frequently touched surfaces such as door handles, kitchen surfaces, and bathroom surfaces.

**Surfaces – be aware of where the surface is – kitchens need to be safe for food preparation.**

● Initially Clean with a general detergent or hot soapy water

● Then disinfect with a Virucidal disinfectant OR 0.05% sodium hypochlorite

**Toilets & Bathrooms**

● Virucidal disinfectant OR 0.1% sodium hypochlorite

**Textiles – Linens, towels,**

● Hot-water cycle (60C) and Regular laundry detergent

● Alternative lower temp cycle + bleach or other laundry products or tumble dry on hot and/or iron

● Curtains, soft fabrics and carpets sprayed with virucidal disinfectant mist

**Cleaning Equipment**

● Single-use disposable OR Non-disposable disinfected with: Virucidal disinfectant OR 0.1% sodium hypochlorite

**Protective Clothing for Cleaning Staff (NB check chemical being used for level of mask needed)**

● Surgical mask if required

● Disposable water resistant apron, Gloves

**Waste Management**

● In a separate bag in the unsorted garbage

**Septic Tanks**

If your property is not connected to mains sewage but a septic tank, these are anaerobic tanks and a lot of the "waste" is degraded by anaerobic bacteria and the contents requires emptying periodically.

Toilets and sinks have U bends, so using bleach etc should not be a problem.

Septic tank areas outside should be clearly marked.

Recommended sanitation practises for septic tanks should be followed, as these are designed to

avoid human contact with contaminated human waste

**I have read the protocol and guidance information for Simonsbath House Hotel and Self Catering cottage and agreed to abide by the hotel guidance for reopening the hotel**

**Please tick that you have read and understood the risk assessment attached.**

**Signed…………………………………………………………………….**

**Date………………………………………………………………………**