

## Covid-19 Risk Assessment for B&B and Self-Catering Guests at The Loft Apartment, The Old Kennels

Property Name	The Old Kennels	Date of Next Review:	17 8 2020
Date of Assessment	17 6 2020	Notes:	Prior to reopening, then monthly thereafter at present to ensure all current guidance is being followed
Assessment Carried out by	Tracey Bell		

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
<b>Person to person contact during COVID 19 pandemic (Host and guest)</b>	Becoming infected with COVID19 and further spread the infection	<p>Health questionnaire sent to arriving guests.</p> <p>Minimise contact between the two parties and only to be outdoors not indoors.</p> <p>Use PPE for welcoming guests and ensure guests understand social distancing guidelines. Or use hand washing after carrying bags to apartment.</p> <p>Provide a pre-arrival/ departure pack for guests explaining procedures.</p> <p>Use of self-check in approach where appropriate with Host to video call or phone the guests after guest arrival to ensure customer satisfaction and to answer all queries</p> <p>Interim cleans will not be offered at present, but if there is an issue guests must not be present</p> <p>Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)</p> <p>Provide an emailed FAQ document on all aspects of the property and days out in the surrounding area etc. This will minimise any visit to the property and replace the folder</p> <p>Ensure all amenities packs are single packaged items</p> <p>Have an illness during stay reporting and useful contact numbers in the property</p>	<p>We will not reopen until we feel it is sensible even with measures in place.</p> <p>When we do reopen we will consider a 72 hr plus cleaning window between guests to safeguard ourselves and ensure guest safety.</p> <p>Consider a post stay health questionnaire if track and trace not operational by then</p>			LOW
<b>Cleaner / housekeeper not fit for work and infected with COVID 19</b>	Could spread COVID 19 through cleaning within the property	Create an on-going checking system and document for my health / wellbeing				LOW
<b>Cleaning regimes not effective / fit for purpose</b>	Contaminated accommodation / spread of COVID 19	<p>Primarily the apartment will be <u>left empty for at least 72 hours</u> before being cleaned.</p> <p>A cleaning plan is in place that must be adhered to and signed for each clean</p>	in-depth on-going staff training to ensure knowledge, clear understanding, and skills of every task undertaken		MED	

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		<p>The cleaning checklist will be filled in and left in property for transparency</p> <p>A maintenance checklist has been created for me to sign for on each clean, any issues to be flagged and dealt with before the guests arrival</p> <p>Cleaning standards checked periodically by supervisors or external 3<sup>rd</sup> parties (e.g. accreditation)</p> <p>I will use the correct PPE and keep up to date with my training on how to use correctly and instructions on hand washing, PPE disposal etc</p>				
<b>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</b>	Not cleaning or sanitising the property correctly	<p>A cleaning requirement document clearly states what should be sanitised within the property eg: Touch points, door handles, banisters, surfaces, bathrooms. What should be disinfected, floors, walls.</p> <p>Ensure all cleaning materials are clean and fit for purpose and cleaning equipment is PAT tested and fit for purpose and the being used in the correct way</p>	We have put a health & safety file together with all cleaning products used and for what purpose, COSHH sheets if required, all previous cleaning / maintenance schedules for the accommodation and all risk assessments. This will be regularly updated		MED	
<b>Dealing with a guest who is unwell or infectious outbreak in your property</b>	The spread of an infection outbreak	<p>We have placed a 'what to do if you suspect you as a guest are ill or have an infectious outbreak' document in the property including relevant phone numbers and actions required</p> <p>IN THE EVENT OF ILLNESS :</p> <p>We have good relationships with fellow property owners (buddy system) to see if arriving guests can be relocated into one of these properties if original booking cannot be fulfilled due to guest illness</p> <p>Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long</p> <p>Deliver clean linen and linen bag for the guests to place used linen in (leave this in the property)</p> <p>Deliver, medicines, food supplies and extra cleaning materials to the outside of the property</p>	<p>STILL TO DO BEFORE OPENING BOOKING (AS THIS MAY VARY BASED ON SITUATION AT TIME):</p> <p>Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness for self-quarantine</p> <p>PRIOR TO ARRIVAL:</p> <p>Place an emergency body fluid kit in the property for the guest to use in these circumstances</p>	HIGH		

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<b>Incorrectly laundered bedding</b>	Bacteria not killed off properly	Bedding and towels to be left (bagged by guest) in isolation for 72 hours before they are touched then use of cotton/ linen bedding and wash on a full 90 degree Medic wash cycle – PPE to be worn when handling				LOW
<b>Changeover clean</b>	Contaminated accommodation / spread of COVID 19	All changeover cleans can only be completed once the guests have left the property and it has <u>remained empty for 72 hours</u>  Cleaner has filled out the fit for work document and PPE is available to cleaner  All cleaning / maintenance procedures are adhered to and documented accordingly and sheet photographed and available for new guests to see.			MED	
<b>Legionella</b>	Infection of Legionella from standing water if the property has been lying empty	BEFORE ANY GUEST ARRIVAL 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.  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 for two minutes. The showerhead should be disinfected before being re-fitted by immersing for at least an hour in any solution designed for cleaning baby feeding bottles (e.g. Milton). Showerheads should be regularly disinfected about four times a year.  Finally, let any other taps run for two minutes.	ON GOING: Showerheads should be regularly disinfected about four times a year.  Same flushing routine if accommodation is empty for any length of time.  This water system is used constantly anyway, but not necessarily at all outlets.		MED	

Notes on completion	<p>We are intending to use the 72 hour period before cleaning or washing bedding in addition to all cleaning methods so lowering risks.</p> <p>Guests will be offered the option to bring their own pillows and duvets and even towels if they desire.</p> <p>Breakfast may not be offered, but appropriate numbers of portion packs of drinks will be left and fresh glass bottled milk</p> <p>Rooms will not be let individually at present</p> <p>Laundry bags will be supplied to guests and they will be asked to strip the beds and place bedding and towels in them before departure, fill dish washer and turn on.</p>
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