**Covid-19 Risk Assessment for Short Term and Holiday Rentals and Safe Catering Properties**

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| Property name: | The Lily Pad Cottages Nassington | Date of next review: | 10 July 2020This assessment was made following PASC Guidelines and is a working document which will be revied regularly.  |
| Date of Assessment: | 10 June 2020 | Notes: |  |
| Assessment carried out by: | Mrs Jane Thorpe-Codman |  |  |

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| What are the Hazards? | Who might be harmed and how? | What are you doing to control the Risk? | What further action do you need to take to control the Risk? | Risk Factor/Urgency |
| High | Medium | Low |
| Person to Person contact during COVID-19 pandemic (host and guest) | Becoming infected with COVID-19 and further spread of the infection | Emailed to guests at time of booking and returned 24 hours before check in.Cleaning staff do not meet guest, self check in, accommodation unlocked before arrival. No interim cleans.Information folder is already provided. No tea, coffee, sugar, rapeseed oil is now provided.Increased signage re Covid-19 awareness, social distancing.All guests will be emailed after their stay at the accommodation to check on their health and a report included on the health questionnaire they received before check in.This risk assessment will be on the website and updates as required. | Health questionnaire sent to arriving guests.Minimise contact between parties, host, and cleaning staff.Provide a pre-arrival and departure pack for guests explaining procedures.Use self -check in approaches where appropriate such as lock boxes etc…The guests are aware they can call or email or text Jane with queries.Ensure guests are not present during interim cleansProvide a FAQ document on all aspects of the property.This will minimise any visits to property.Ensure all amenities packs are single packaged items – N/AHave an illness during your stay reporting and useful contact numbers in property. |  |  | ......... |
| Cleaner/Housekeeping not fit for work and infected with Covid-19 | Could spread Covid-19 through cleaning within the property | Each member of staff has their on file with they sign to say they are fit for work after reading a questionnaire regarding their healthIf they have any symptoms they have been briefed not to come into work until they are tested.All members of staff have a cleaning checklist plus their own cleaning materials etc. The staff are trained in disinfecting and sanitizing accommodation following Government Guidelines.All staff are experienced, professional House keepers. Owners will check cleaning is completed following guidelines and provide correct cleaning products and materials. PPE is provided and use of has been explained and understanding checked. Check out Guidelines are goven to guests to follow which includes, stripping their own beds and palcing linen in a laundry bag, guests to provide their own towels. Guests asked to disinfect all hard surfaces including high usage areas and to elave windows open for added ventilation. | Create an on going checking system and document for staff health and well being.Create a cleaning plan that all cleaning staff must adhere to and sign for each cleanCreate a cleaning checklist that all staff must fill in and leave in the property for transparency.Creata a maintenance checklist that all cleaning staff have to sign for each clean, any issue to be flagged and dealt with before guests arrival. In depth on going staff training to ensure knowledge, clear understanding, and skills of every task undertaken.Cleaning standars checked periodically by management and Buddy ( Kathy Hibbins )All cleaning team members are given the correct PPE and training on how to use correctly and instructions on hand washing, PPE disposal and their well being. |  |  |  |
| Incorrect/ineffective cleaning materials used/ cleaning regimes not recorded | Not cleaning or sanitising the property correctly | Each member of staff has own cleaning checklist and their own cleaning products including Sodium Hyperchlorite and Milton to disinfect and sanitize. A comprehensive list includes all areas which require cleaning. All bedding including mattress and pillow protectors are washed at 60 degrees with professional laundry powder.Checkout will be 9.30 and check from 5 pm to give a longer time to complete a sanitary clean of accommodation.All cushions and throws have been removed from accommodation plus no magazines, books, games. All crockery and cutlery will have been through dishwasher.Guests asked to bring own towels. Guests asked to use dishwasher and not hand wash items.Guests will have emptied bins at check out and no food waste to be left in fridge or kitchen area.Health and safety file in place. | Put a cleaning requirement document together, clearly stating what should be sanitized within the property for exampleTouch points, door handles, banisters, surfaces, bathrooms, TV remote, window latches, fridge doors, dish washer doors, oven knobs, taps.What should be disinfected, floors, walls.Ensure all Cleaning materials are clean and fit for purpose.Put a health and safety file together with all cleaning products used and for what purpose, COSHH sheets if required, all risk assessments. |  |  |  |
| Dealing with guest who is unwell or infectious outbreak in your accommodation | The spread of an infectious outbreak. | If a guest is displaying signs of the Covid-19 virus whilst staying in accommodation, they should inform accommodation provider, immediately self isolate where they are to minimise risk of transmission and request a test. If they test positive they should return home if they reasonably can. They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home ( for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances must be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow government guidance on dealing with a possible or confirmed Covid -19 infection. Once the guest has returnes to their main residence, they should continue to follow the government guidance on self isolation, household isolation and social distancing. | Accommodation providers should consider how they would manage this situation, including whether symptomatic guests in self isolation would be responsible for cleaning their own accommodation, stripping and making own beds.Guests will be directed to website at time of booking to read the procedure if they develop symptoms during their stay.Accommodation provider will discuss at the earliest opportunity the next steps if guest in symptomatic.If the guests cannot return home then the guest will be epected to pay all accommodation costs.All guests in the group will be expected to return to to their primary residence.  |  |  | ..... |
| Laundry | Bacteria not killed off properly | All guests will be expected to strip their own bedding at time of check out and bag up is bags provided. | Guests will strip and bag up their own laundry on check out. This laundry will be laundered using specialist detergent and at sanitary/60 degree wash cycle. |  |  | . |
| Change over clean | Contaminated accommodation/ spread of Covid-19 | All guests will follow check out guidelines which will be available in each unit of accommodation and understanding checked at time of booking. Cleaning products will be provided. Windows opened. | All change over cleans can only be completed once the guests have left the property.Cleaners will have completed a fit for work documentAll PPE is available to cleanersAll cleaning procedures are adhered to and documented accordinglyCheck out 9.30 am or earlier and check in from 5 pm at the earliest.Handwash is available for guests to use throughout stay and signage encouraging hand washing in all accommodation. |  |  | ...... |