

Covid-19 Risk Assessment for Short-Term Self-Catering Properties

Property Name **Cargurra Farm and Cargurra Park Farm**
 Date of Assessment **22/3/21**
 Assessment Carried out by **Amy Elson**

Date of Next Review: **December 21**
 Notes:

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 / By who		
				High	Medium	Low
Person to person contact during COVID 19 pandemic (Host and guest)	Becoming infected with COVID19 and further spread the infection	<p>Self check in established with cottages left unlocked for guests.</p> <p>Where possible all communication is done via email and phone. Guests are emailed with specific Covid 19 information 1 week before stay and then a follow up call is made to check all information has been received.</p> <p>Guests will not be present during cleaning.</p> <p>AE to strip beds and ventilate cottages 1 hour before cleaners arrive</p> <p>Welcoming guest will be done adhering to social distancing or over the phone.</p> <p>Covid material available via our website along with welcome pack and FAQs.</p>	<p>Email to guests discuss importance of ensuring fit to travel and process should they become sick whilst on holiday including holiday insurance.</p> <p>Any issues needing a maintenance visit to be arranged when guests are out of the property. Visitor to wear PPE.</p> <p>Provide information about what to do if they develop Covid 19 symptoms while on holiday. This is to be left at the cottage for guests.</p> <p>Ask guests to contact us if they develop any symptoms in the 14 days post holiday.</p>		AE/JE AE	AE guest
Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property		<p>Ask cleaners to confirm they are fit and healthy before coming to clean.</p> <p>Work in bubbled teams where possible to avoid spread of virus.</p> <p>Maintain social distancing when cleaning.</p> <p>Wear PPE when appropriate e.g. making beds, hovering.</p>	AE		

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<p>Cleaning regimes not effective / fit for purpose</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Cleaning plan in place.</p> <p>Cleaners have all viewed the video on how to clean with Covid 19. Additional supplies have been purchased including anti viral spray, PPE, colour coded clothes ,Milton, hand santiser and soap. All have the correct kite mark for surface cleaning.</p>	<p>Create a cleaning plan that all cleaning staff must adhere to and sign after each clean</p> <p>Create a cleaning checklist that all cleaning staff must fill in as properties are cleaned</p> <p>Create a maintenance checklist that all cleaning staff have to sign for on each clean, any issues to be flagged and dealt with before the guests arrival</p> <p>In-depth ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken</p> <p>Cleaning standards checked periodically by Manager</p> <p>All cleaning team members are given the correct protective clothing and training on how to use correctly and instructions on handwashing, protective clothing disposal and their well being</p>	<p>AE</p> <p>AE</p> <p>AE</p> <p>AE</p> <p>AE</p>		
<p>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</p>	<p>Not cleaning or sanitising the property correctly</p>	<p>Cleaning plan in place with checklists</p> <p>Cleaners have all viewed the video on how to clean with Covid 19 and understand about cross contamination.</p> <p>2 stage cleaning will take place 1st washing with traditional cleaning products before using anti virals.</p> <p>Additional supplies have been purchased including anti viral spray, PPE, colour coded clothes and Milton, hand santiser and soap and a steam cleaner</p>	<p>Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example: Touch points, door handles, banisters, surfaces, bathrooms</p> <p>Ensure all cleaning materials are clean and fit for purpose</p> <p>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</p> <p>All cleaning team members are given PPE and trained how to use them e.g. hand washing and removal/ disposal.</p>	<p>AE</p> <p>AE</p> <p>AE</p>	<p>AE</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 have been advised that they cannot self isolate at the cottage and that they are to return home if they develop any Covid symptoms.</p>	<p>Place 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>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>Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness for self-quarantine</p> <p>Build a relationship 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>Be prepared to offer support where necessary while observing social distancing, e.g. Deliver medicines, food supplies and extra cleaning materials to the outside of the property</p> <p>Upon departure, where possible leave a 72h gap before cleaning. Clean using red clean protocols. Consider all surfaces infection points.</p>	<p>AE</p> <p>AE</p> <p>AE</p> <p>AE</p> <p>AE</p>		
<p>Incorrectly laundered bedding</p>	<p>Bacteria not killed off properly</p>	<p>All bed linen to be cleaned by linen company.</p> <p>Matress protectors, duvet protectors and valances changed at each changover then isolated for 72h before washing as per care instructions.</p>	<p>Confirm protocols with laundry provider.</p> <p>Matress protectors, duvet protectors and valances changed at each changover then self isolated for 72h before washing as per care instructions.</p>	<p>AE</p> <p>AE</p>		
<p>Changeover clean</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Cleaners to wear PPE</p> <p>Guest leaving at 9am. AE/JE to go in and ensure all windows are open and linen removed, bins are emptied and dishwasher is stacked before cleaners arrive.</p> <p>Clean and dirty linen are stored seperatly.</p>	<p>All changeover cleans can only be completed once the guests have left the property</p> <p>All protective clothing is available to cleaner</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p> <p>AE to spot check properties. List of key cleaning will be left for guests.</p>	<p>AE</p> <p>AE</p> <p>AE</p>	<p>AE</p> <p>AE</p>	

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		<p>Cloths are now colour coded for areas.</p> <p>Appropriate cleaning products are provided along with information about how they clean.</p>			
Legionella	Infection of Legionella from standing water if the property has been lying empty	System will be flushed in the week before guests arrive and again if the system is not used for more than 2 weeks.	<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. 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.</p> <p>Finally, let any other taps run for two minutes.</p>	AE	
Maintenance	Property wear & tear not dealt with quickly due to lack of time between stays.	Cleaners asked to report anything noticed as soon as possible. Guests asked to contact AE if there are any maintenance issues during their stay.	If any faults that are reported are dealt with asap. Guests to agree access when guests are out. Ensure handyman follows our protocols with regards to PPE.		AE
Welcome cream tea	Becoming infected with COVID19 and further spread the infection	Guests asked during pre visit call if they would like the cream tea.	Single use tea and coffee now supplied. Scones continue to be hand made but will be transported using PPE.		AE

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Notes on completion	<p>We will be cleaning with a range of cleaning products which hold the EN 1276 mark for killing bacteria or the EN14476 mark for killing viruses.</p> <p>We will be doing a 2 stage clean, cleaning all surfaces with appropriate cleaning products before cleaning with an anti-virus cleaner.</p>
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