

Covid-19 Risk Assessment for Bicton Lodge Holiday Rentals / Self-Catering Property

Property Name	Bicton Lodge	Date of Next Review:	1 st September 2020
Date of Assessment	1/7/20	Notes:	Review any changes needed in light of updated guidance
Assessment Carried out by	Thomasina Carlyle		

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
Person to person contact during COVID 19 pandemic (Host and guest)	Becoming infected with COVID19 and further spread the infection	Minimise contact between the two parties. Welcome pack sent as PDF in advance with detailed property information raising awareness of self distancing protocol. Welcome host and maintenance staff understand social distancing guidelines. Distance maintained on daily hot tub servicing FAQ on all aspects of the property included in the pre arrival PDF welcome pack for example: Waste and recycling How the hot water and heating works How the cooker works Wifi password Hot tub maintenance Extra logs etc Fire regulations and additional hot tub instructions to be provided inside the Lodge (in wipeable sheets)	Ask guests to confirm they are fit to come in pre visit telephone call. Let them know if they become sick during their stay they must notify the owner immediately. They may wish to take out holiday insurance in case they need to extend their stay to isolate. In accordance with UK hospitality guidelines, ff 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 medical help must be sought immediately. if for any reason returning home and self-isolation is required to take place at Bicton Lodge, then all fees for all bookings affected by this self-isolation will be borne by the guest. Maintain social distance while welcoming guests and showing them the key safe and hot tub protocol. Provide a pre-arrival/ departure information for guests explaining procedures in welcome pack. Use disinfected key safe for collection of key on arrival. Host to text or phone the guests after guest arrival to ensure customer satisfaction and to answer all queries Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency) This will minimise any visit to the property		TC	
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			<p>Remove heavy bedspreads and replace with bed runners to be changed on change over Remove excess crockery and utensils Change folding shower screen to washable shower curtain Remove all games, books, DVDs and throws or change to rotation as new cleaning regime becomes more manageable</p> <p>All cleaning team members are given the correct PPE and training on how to use correctly and instructions on handwashing, PPE disposal and their well being. Increase clean time available by changing check out to 9.30 and pushing back check in to 5pm to allow time for additional cleaning</p>	TC		
Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly	<p>Change over maintenance checklists are located on notice board in holiday let storage room</p> <p>Fire alarm testing and emergency lighting tested every change over and noted on these checklists</p> <p>Hot tub tested daily and treated and noted on checklist Hot tub cleaned and water changed every change over Hot tub filter changed and out going filter cleaned every change over and soaked in cleaning fluid which is used max 3 times and logged on check list. Filters completely changed for new once a year ie after 6 months use</p> <p>Annual changes and checks eg Pat testing, chimney sweeps, cooker hood filter change, pressure wash of external steps, boiler service, septic tank empty, Fire extinguishers, UV water light and filter changed annually and noted on maintenance checklist</p>	<p>Put a cleaning plan together in line with training course guidelines, clearly stating what should be sanitised within the property and what products and cleaning equipment are to be used where and on what level of clean etc as above. eg Touch points, door handles, banisters, surfaces, bathrooms, dealing with laundry and waste Cleaning plan to be produced by July 3rd</p> <p>Ensure all cleaning materials are clean and fit for purpose</p> <p>Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way</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 and annual maintenance checks</p>	<p>TC</p> <p>TC D&D</p> <p>TC</p> <p>TC</p>		
Dealing with a guest who is unwell or infectious outbreak in your property	The spread of an infection outbreak		Keep updated on changing rules in Government policy through main stream news and PASC UK Ltd	TC		TC

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			<p>Encourage guests to take out travel insurance in case of needing to extend their stay through illness for self-quarantine</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>Call the guests as soon as notified to clearly understand the situation and if the guests need to extend their stay and for how long</p> <p>Approach Sykes to see if arriving guests can be relocated into alternative properties if original booking cannot be fulfilled due to guest illness</p>	TC		
				TC		
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Incorrectly laundered bedding	Bacteria not killed off properly		<p>Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash) Laundry Company wash laundry bags and disinfect reusable plastic laundry bag holdalls</p> <p>Guests are asked to place used towels in soluble laundry bags which are then washed on 60 degree wash</p> <p>Pillow protectors, mattress protector and duvet protectors all washed and changed on change over</p> <p>Blankets and throws not provided</p> <p>Sitting room scatter cushions on weekly rotation Scatter cushions not provided on beds. or change to rotation as new cleaning regime becomes more manageable.</p>	TC TVL		
				TC		
				TC		
Changeover clean	Contaminated accommodation / spread of COVID 19	Using Hoover with HEPA filtre.	<p>All changeover cleans can only be completed once the guests have left the property</p> <p>Cleaner has declared fit for work</p> <p>All PPE is available to owner and or cleaner</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p>	TC		
				D&D TC		
				D&D TC		

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<p>Maintenance</p>	<p>Property ware and tear not dealt with quickly due to lack of time between stays</p>	<p>External cleaners are asked to report anything notices as soon as possible. Guests are asked to report any problems on feed back form left in property</p>	<p>Any faults are reported liaise with handy man and guests agree to access when guests are out</p> <p>Ensure handy man follows our protocols with regards to hand washing and PPE</p>	<p>TC D&D</p>		
<p>Legionella</p>	<p>Infection of Legionella from standing water if the property has been lying empty</p>		<p>Where property has been empty for a week 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>Add quarterly shoe rhea clean to periodic maintenance list</p> <p>Finally, let any other taps run for two minutes.</p>	<p>TC D&D</p>		

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Notes on completion	
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