

## CLIFF HOLLOW SELF CATERING HOLIDAY HOME COVID-19 RISK ASSESSMENT

<b>Assessment Date</b>	26/06/2020	<b>Next Review Date</b>	26/07/2020
<b>Assessment Carried Out By</b>	T Minter	<b>Notes</b>	

What are the Hazards?	Who Might Be Harmed & 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 (Owner/Cleaner/Guest)</b>	Owner, cleaners, contractors & guests. Possible infection with Covid-19 & further spread of the infection.	Minimise contact between the parties. Guests arrive & depart after and before cleaners arrives. Guests collect keys from existing keybox.	Guests to confirm good health & Covid-19 symptom free on the day before arrival & on the day of departure.		MHL	
		Guests emailed Further Information document with directions & property information (keybox code, wifi password, etc).	Amend Further Information document to explain procedure if any guests develop symptoms during their stay (notify the owner, return home at earliest opportunity providing well enough, maintain social distancing & book an appointment for a test).		MHL	
		Interim cleans not offered to any bookings.	Amend Further Info document to explain Covid-19 protocols to guests.		MHL	
		Owner contacts the guests after their arrival to ensure customer satisfaction & to address any queries.	Amend the property Info Pack to contain only essential information on laminated sheets for easy clean/disinfection (Further Info document, useful contact details, Suspected Guest Illness protocol, etc). These & supplementary information to be available as pdfs on property website.		MHL	
		External maintenance contractors do not enter property. Gardener uses petrol machines. Window cleaner provides own hot water. There are multiple external power sockets & water taps available. So no need for them to enter property	Any issues requiring a maintenance visit to be arranged when guests are out of the property where possible (except an emergency).		MHL	
	Provide welcome pack with single packaged items.	Request cleaners personnel wear appropriate protective clothing. Ensure they & guests understand social distancing guidelines.		MHL		

		<p>Provide additional hand cleaning facilities (hand sanitiser dispenser @ front door, replace cotton towels with paper towels &amp; lidded disposal bins in communal washing areas).</p> <p>Provide additional bedding protectors to be cleaned after each changeover (duvet/mattress/pillow).</p> <p>Remove bed cushions &amp; throws to minimise cross contamination &amp; reduce cleaning areas.</p> <p>Relocate child cot &amp; high chair to owner's storage cupboards to reduce cross contamination. Guest to request use of these prior to arrival.</p> <p>Remove non essential knick knack items (e.g. books, DVDs, games, ornaments &amp; beach toys)/kitchen items/garden furniture to minimise cross contamination &amp; reduce cleaning areas.</p> <p>Store garden furniture in courtyard not shed to minimise cross contamination &amp; reduce cleaning areas.</p>	MHL		
		<p>Guests told to remove all foodstuffs &amp; personal belongings..</p>	MHL		
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<b>Cleaner not fit for work &amp; infected with Covid- 19</b>	Could spread COVID 19 through cleaning within the property		MHL		
<b>Cleaning regimes not effective/fit for purpose</b>	Contaminated accommodation/ spread of COVID 19		I2C		
			I2C/MHL		

			<p>Cleaners to ensure all staff are well trained &amp; understand cross contamination &amp; risk of infection.</p> <p>All cleaning staff are given the correct protective clothing &amp; training on how to use correctly &amp; instructions on handwashing, protective clothing disposal &amp; their well being.</p> <p>Consider independent cleaning standards check with external accreditation bodies.</p>	I2C		
				I2C		
					MHL	
<b>Incorrect/Ineffective cleaning materials used/Cleaning regimes not recorded</b>			<p>Create a cleaning procedure clearly stating what should be sanitised within the property for example:</p> <p>Define high touch points (e.g. door handles, banisters, surfaces, bathrooms, etc).</p> <p>Ensure all cleaning materials are clean &amp; fit for purpose</p> <p>Put a health &amp; safety file together with all cleaning products used &amp; for what purpose, COSHH sheets if required, all previous cleaning/maintenance checklists &amp; all risk assessments.</p>	I2C/MHL		
				I2C/MHL		
				I2C		
				I2C/MHL		
<b>Dealing with a guest who is unwell or an infectious outbreak in your property</b>	The spread of an infection outbreak		<p>Create a Suspected Illness protocol with relevant contact details &amp; actions required. Leave a copy in the Info Pack &amp; on the property website.</p> <p>Contact the guests to clearly understand the situation &amp; find a workable solution.</p> <p>Build into terms &amp; conditions the cost &amp; requirements if a guest has to extend their stay through illness for self-quarantine</p> <p>Reach out to fellow property owners (buddy system) to agree a support plan if there is a problem with having to extend a booking, cleaner illness, etc.</p>	MHL		
				MHL		
				MHL		
					MHL	
<b>Incorrectly laundered bedding</b>	Bacteria not killed off properly	Appropriate bedding materials are used. Cleaners/laundrette wash on a full 60 degree wash cycle and steam iron all items.				
<b>Maintenance</b>	Property wear & tear due to lack of time during changeovers	Cleaners report any damage/faults to owner at earliest opportunity. Guests told to report any damage/faults to cleaners or owners at earliest opportunity.	Contractors to follow owner's protocols.	MHL		

		Owner contacts the guests after their arrival to ensure customer satisfaction & to address any queries. Cleaners or owner liaise with contractors & guests to agree access when guests are not at the property.			
<b>Legionella</b>	Infection of Legionella from standing water if the property has been vacant	Hot water cylinder maintains a temperature above 60° C which will kill Legionella bacteria.	Flush & run the whole water system for at least 2 minutes (flush toilets, run all hot & cold taps for basins, bath, sinks, showers & external taps).  Disinfect showerheads if they have not been used for at least 2 weeks (remove showerheads & run shower for at least 2 minutes. Disinfect showerheads by immersing in a sterilising solution such as Milton for least 1 hour). Showerheads should be regularly disinfected about four times a year.	I2C/MHL	
Notes on completion	MHL: Malaby Holdings Ltd (Owner). I2C: In2Clean (Cleaners).				