

# Covid-19 Risk Assessment for Short-Term and Holiday Rentals and Self-Catering Properties

Property Name	Mad Hatters Campsite	Date of Next Review:	24/10/2020
Date of Assessment	24/09/2020	Notes:	
Assessment Carried out by	Claire D Murray		

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
<p><b>Person to person contact during COVID 19 pandemic (Host and guest)</b></p>	<p>Becoming infected with COVID19 and further spread the infection</p>	<p>Closed Reception check-in in car park and COVID19 safety measures explained to every guests on arrival as well as emailed to all guests. QR code scanned on arrival - laminated copy in 3 locations and taken to each car on arrival PPE worn by those checking -in Temperature check before guests allowed on -site Guests asked to sanitise hands before leaving their cars Wash facilities - increased cleaning, deep clean regime, and social distancing measures to limit numbers in wash facilities - peg system Deep clean/ sanitising - wash facilities closed. Guest asked to wear face</p>	<p>Minimise contact between the two parties.</p> <p>Consider protective clothing for any welcome staff and ensure guests and welcome staff understand social distancing guidelines.</p> <p>Provide a pre-arrival/ departure pack for guests explaining procedures.</p> <p>Use self-check in approaches where appropriate such as lock boxes with Host to video call or phone the guests after guest arrival to ensure customer satisfaction and to answer all queries</p> <p>Ensure guests are not present during interim cleans</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 a FAQ document on all aspects of the property for example:</p> <p>When bin day is How the boiler works How to switch the heating on How the cooker works</p> <p>This will minimise any visit to the property</p> <p>Ensure all amenities packs are single packaged items</p> <p>Have an illness during stay reporting procedure and useful contact numbers in the</p>			

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		mask when using washfacilities Pre-arrival checklist /information for guests - must confirm receipt Bins / high touch points sanitised	property			
<b>Cleaner / housekeeper not fit for work and infected with COVID 19</b>	Could spread COVID 19 through cleaning within the property	Temperature check before arrival, and checklist of covid19 symptoms, PPE worn whilst cleaning	Create an ongoing checking system and document for staff health / wellbeing			
<b>Cleaning regimes not effective / fit for purpose</b>	Contaminated accommodation / spread of COVID 19	All surfaces sanitised using DuoMax in glamping and materials sprayed/ fogging machine used in glamping and wash rooms Checklist for each clean Bags provided for bed linen	Create a cleaning plan that all cleaning staff must adhere to and sign for each clean  Create a cleaning checklist that all cleaning staff must fill in and leave in property for transparency  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 in-depth ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken  Cleaning standards checked periodically by supervisors or external 3 <sup>rd</sup> parties (e.g. accreditation)  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			
<b>Incorrect / ineffective cleaning materials used /</b>	Not cleaning or sanitising the property correctly	Duo-max used to sanitise hands and all surfaces -	Put a cleaning requirement document together, clearly stating what should be			

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<p><b>Cleaning regimes not recorded</b></p>		<p>NHS approved          Healthy and Safety file in Reception and checklist in cleaning cupboard          High touch points sanitised throughout the day, fogging machine with DUO Max ( anti viral and bacterial )          Check lists</p>	<p>sanitised within the property for example          Touch points, door handles, banisters, surfaces, bathrooms          What should be disinfected, floors, walls          Ensure all cleaning materials are clean and fit for purpose          Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way          Put a health &amp; 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>			
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<p><b>Dealing with a guest who is unwell or infectious outbreak in your property</b></p>	<p>The spread of an infection outbreak</p>	<p>Emergency numbers listed, site contact listed, W3W            QR code scanned in car park on arrival by all guests.            Change over cancellation and full refund for guests which cannot take over property            PPE worn by help/ staff, hands sanitised/ washed before touching any items on site and after.</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>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><b>Incorrectly laundered bedding</b></p>	<p>Bacteria not killed off properly</p>	<p>All bedding washed at 60 degrees between guests, tents fogged before arrival</p>	<p>Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash)</p>			
<p><b>Changeover clean</b></p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Temperature check and fit for work checklist, Duo-Max sanitiser and PPE used</p>	<p>All changeover cleans can only be completed once the guests have left the property</p> <p>Cleaner has filled out the fit for work document</p> <p>All protective clothing is available to cleaner</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p>			
<p><b>Legionella</b></p>	<p>Infection of Legionella from standing water if the property has been lying empty</p>	<p>Plumber monthly visits to flush out system and</p>	<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</p>			

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		change shower heads monthly. 2 sets of Shower heads, one set soaks in Milton cleaner	<p>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>			
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Notes on completion	
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