



COVID19 RISK-ASSESSMENT FOR SELF-CATERING PROPERTIES

WINTON CASTLE

Winton Estate, Pencaitland East Lothian EH34 5AT

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

Property Name

Date of Next Review:

Date of Assessment

Notes:

Assessment Carried out by

| What are the Hazards? | Who Might Be Harmed and How? | What are you already doing to control the Risk? | What further action is needed to control the risk? | completed | | |
|---------------------------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------|---------------|
| | | | | Who | When | Done |
| 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. Pre-arrival information is emailed in advance along with key box code. | Create Health questionnaire Email a health questionnaire pre-arrival. Leave departure information within property for guests explaining procedures. | JW JW/LB | 03/07/2020 ALL BOOKINGS | JW 26/06/2020 |
| | | Check in and departure times are specified in advance on booking. Contact numbers are emailed in advance and within handbook & on notice boards within the property if required. Use self-check in key boxes at front door. | Phone the guests after guest arrival to ensure customer satisfaction and to answer all queries Ensure guests are not present during interim cleans. Communicated in department information, enforced by housekeeping. | JW/LB | ALL BOOKINGS | |
| | | Maintenance issues are recorded after every clean and passed to caretaker. Should there be any issues during a guests stay they are advised to call the number provided. | Any issues requiring urgent attention during a stay will be scheduled and agreed by both parties. Guests will be asked to leave the property for works to be carried out and given a call when safe to return. | JW/LB | ALL BOOKINGS | |
| | | A handbook with property details and equipment instructions can be found within the property. | Check all documents within this handbook to make sure they are up to date, minimising visits to the property. For example: When bin day is How the boiler/Heating system works How the cooker works | JW/LB | 20/07/2020 | |
| | | Welcome gift is left in advance – bottles of Prosecco | The bottles will be wiped and left in property. Where possible this will be done 3 days in advance of guests arriving. | HP/LB/ SB | ALL BOOKINGS | |
| | | Majority of amenities packs are single packaged items and refreshed at the end of each clean | Loose tea, coffee and sugar will be replaced with individual sachets/packets. | HP/LB/ SB | ALL BOOKINGS | |
| | | Welcome folder has local amenity, doctor and hospital numbers | Have a reporting procedure for any illness during stay and useful contact numbers in the property | JW/LB | 20/07/2020 | |
| | | Guests are emailed after departure to ensure they enjoyed their visit for feedback and deposit return details | Have a post-stay health questionnaire left at property to be filled out before departure and a follow-up call before departure to check all guests are well with no signs of illness. | JW/LB | ALL BOOKINGS | |

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| Cleaner / housekeeper not fit for work and infected with COVID 19 | Could spread COVID 19 through cleaning within the property | Any member of staff not able to work is expected to call in advance and let a manager know. | Create an ongoing checking system and document for staff health / wellbeing at start and end of shift. | HP | 20/07/2020 | DMO 25/06/20 |
| Cleaning regimes not effective / fit for purpose | Contaminated accommodation / spread of COVID 19 | Staff follow a thorough systematic cleaning routine | Create a cleaning plan that cleaning staff must adhere to and sign for each clean | HP | 20/07/2020 | DMO 25/06/20 |
| | | Follow up call/email to guest to check satisfaction regarding property | Create a card to be left in property with assurances of cleaning standards and any notes re toys, books not disinfected. Create cleaning checklist that all cleaning staff must fill in and document for transparency. Can be accessed if required | JW/HP HP | 20/07/2020 | DMO 25/06/20 |
| | | All appliances, lightbulbs etc are checked during cleaning routine and passed onto caretaker if fault found or needing replaced | Include a maintenance check on housekeeper's checklist for each clean, any issues to be flagged and dealt with before the guest's arrival. Ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken. | HP HP/SB | 20/07/2020 ongoing | DMO 25/06/20 |
| | | | Cleaning standards checked periodically by supervisors or managers. | JW/LB | MONTHLY | |
| | | All cleaning products, equipment and protective items are provided and replaced when necessary. | All cleaning team members are given protective clothing and ASSC online training undertaken on new guidance on Covid-19 related cleaning protocols and how to keep themselves safe. | JW/LB | 20/07/2020 | |
| | | | | | | |
| Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded | Not cleaning or sanitising the property correctly | Staff follow a systematic cleaning routine. Cleaning products used are recognised by the world health organisation to be effective for both cleaning and disinfecting, and deactivating the coronavirus. Cloths and other cleaning equipment are colour-coded and replaced regularly. PAT testing is done regularly across all properties. | Put a cleaning requirement document together, clearly stating what should be sanitised within the property, For example: Touch points, door handles, banisters, surfaces, bathrooms What should be disinfected, floors, walls, and protocols for different levels of risk 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 housekeeping 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 risk assessments | HP HP CT HP | 20/07/2020 20/07/2020 20/07/2020 | DMO 25/06/20 |

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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>All welcome folders have up to date information and numbers for local doctors and hospital.</p> <p>Caretaker number is available for emergencies 24 hrs a day</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>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>JW/LB</p> <p>JW/LB</p> <p>HP/SB/LB</p> <p>HP/SB/LB</p> | <p>20/07/2020</p> <p>IF REQUIRED</p> <p>IF REQUIRED</p> <p>IF REQUIRED</p> | |
| <p>Incorrectly laundered bedding</p> | <p>Bacteria not killed off properly</p> | <p>Laundry subcontracted. All laundry is checked thoroughly when delivered from laundering company. Any sub-standard items will not be used and sent back.</p> | <p>Any in-house laundry washed on a full 60 degree wash cycle (not a quick wash)</p> | <p>HP/SB</p> | <p>IF REQUIRED</p> | |
| <p>Changeover clean</p> | <p>Contaminated accommodation / spread of COVID 19</p> | <p>Housekeepers arrive to clean only once guests have left.</p> <p>Staff follow a thorough systematic cleaning routine</p> | <p>All changeover cleans can only be completed once the guests have left the property</p> <p>Housekeepers fill out the fit for work document</p> <p>All protective clothing is available to housekeepers</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p> | <p>HP/SB</p> <p>HP/SB</p> <p>JW/LB</p> <p>HP/SB</p> | <p>ALL BOOKINGS</p> <p>ALL BOOKINGS</p> <p>ALL BOOKINGS</p> <p>ALL BOOKINGS</p> | |
| <p>Legionella</p> | <p>Infection of Legionella from standing water if the property has been lying empty</p> | <p>Staff follow a thorough systematic cleaning routine which includes running taps, showerheads and flushing toilets.</p> <p>Regular cleaning of showerheads in recommended solution to guard against the infection of Legionella. Documentation kept</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 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. Showerheads should be regularly disinfected about four times a year.</p> <p>Finally, let any other taps run for two minutes.</p> | <p>HP/SB/CT</p> <p>HP/SB</p> | <p>Before season</p> <p>If house empty for fortnight</p> | <p>Done June 2020</p> |

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Notes on completion