

## **Covid-19 Risk Assessment Glendon Guest House**

This Risk Assessment has been carried out following the guidelines on the HSE (Health and Safety Executive) web site [www.hse.gov.uk](http://www.hse.gov.uk)

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Last update: 18<sup>th</sup> July 2021

Although the government have relaxed the majority of restrictions, we remain aware that guests may continue to feel cautious. In light of this we have reviewed our procedures and will continue to operate as detailed below.

### **Potential Hazards**

- Contamination of the site by host/ guests who are asymptomatic or who develop symptoms while in situ.
- Transmission of the virus between guests or between guests and contractors/suppliers.
- Cleaner/host not fit for work
- Cleaning regime not effective
- Bedding

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- Property cleaning following guest departure and prior to new guests

### **Who is at Risk or may be harmed from the hazard?**

- Other guests on site or with subsequent bookings, particularly the elderly or those with underlying health conditions.
- Cleaning staff and Maintenance Contractors and their immediate families, particularly if they care for relatives who are elderly or have underlying health conditions.
- The wider public locally.

### **What may be the harm?**

- Becoming infected with COVID19 and spreading the infection
- Contaminated accommodation
- Cleaning and sanitising not effective

### **Actions to Control Risk**

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Anybody who is exhibiting symptoms or who has any reason to believe they may have come into contact with the virus up to 10 days prior to their booking must follow the Government instruction to take a test, self-isolate and follow NHS guidelines. Therefore, they should not arrive at the House. This information will be communicated at time of booking and 48 prior to stay to all guests.

Anybody in one of the vulnerable groups identified by the Government should follow the Government advice applicable to them at the time. People can contact us for help and advice about booking prior to making plans to travel.

Contractors who are exhibiting symptoms or who have any reason to believe they may have come into contact with the virus within the previous 10 days should not come to the house and they should follow NHS guidelines.

We have implemented predominately stay policy of 2 nights or more. Based on past bookings this has the potential to limit the number of guests arriving and departing by approximately 50%

We ask all guests to follow guidelines on social distancing.

Ensure guests are not present during cleaning of rooms

Ask guest to open room window before leaving room and rooms will be left empty for 30 minutes prior to any cleaning. Where possible entry to rooms whilst guests are staying will be minimised

Any issues needing a maintenance visit to be arranged when guests are not in the property

Provide information prior to and during stay as required

A cleaning plan/checklist for all areas

Ensure staff training for use and disposal of PPE and cleaning products

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Details of new cleaning products added to COSHH file

Use cotton sheets/linen bedding and towels supplied and laundered by a professional cleaning company (Clean Sheets Ltd.)

The owners have both received Covid vaccines and lateral flow tests are taken weekly by the owners.

All change over cleans to be completed once guests have departed

All cleaning and maintenance procedures adhered to and documented

### **Implement Changes to cleaning policy:**

We always strive to maintain extremely high standards of cleanliness at Glendon Guest House.

Under normal conditions we also strive to maintain high standards of sustainability. We recognise that at this time some sustainable practices will need to be compromised. For example, use of plastic and using mostly natural cleaning products. We will resume these practices as soon as it is safe to do so.

However, for the duration of the Covid-19 outbreak we have decided to adopt the cleaning practices recommended by Public Health England (PHE) for Cleaning in Non-Healthcare Settings

(<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>)

As guests may not exhibit symptoms until after they return home, we will treat every clean as if the guests had potentially been infected. Therefore, we will:

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- Use disposable cleaning equipment and/or laundry at 60 degrees centigrade or above as detailed in hospitality guidance.
- Clean all surfaces/touch points with diluted chlorine bleach or appropriate anti-viral disinfectant that meets EN 1276/EN 14476, leaving in contact with surfaces for the recommended minimum length of time (5 mins)
- Pay particular attention to frequently touched surfaces such as door handles and handrails.
- Use of mattress and pillow protectors on bedding and changed between each stay
- Rooms cleaned in line with the cleaning procedure
- Use of protective bags for remote controls
- All public areas will be sanitised regularly during the day

### **Arrival and departure of guests:**

- All guests are assisted on arrival or departure by one of the owners
- On arrival an overview of the measures in place to reduce risk will be explained to guests
- All guests are asked to scan the NHS QR code to 'check-in' for track and trace purposes
- Wherever possible all contact details with guests are collected prior to arrival so there is no need to complete registration details on arrival
- We will avoid entering rooms with guests on arrival
- Wherever possible we will complete check-out using contactless payment methods

### **Dining room and breakfast service:**

- Guests will be sat at a designated breakfast table for the duration of their stay
- If required we will allocate guests a specific breakfast time to maintain social distancing
- All crockery and cutlery will be washed following service in the dishwasher

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- The dining room will be cleaned and disinfected daily following service paying particular attention to high touch points
- Individual bowls of fruit and yogurt will be provided to reduce to touch
- All food and beverages will be served to guests

### **To Protect our cleaning staff:**

- All room cleaning will be carried out or supervised by the owner
- Avoid any cleaning if a guest is in the room and ensure it has been ventilated prior to cleaning.
- Provide rubber gloves and an apron, which will be washed daily.
- Limit the number of team members in any room to two at a time.
- We will not offer a room cleaning service to guests staying for 2 nights. For guests staying more than 2 nights we will service rooms every other day to minimise risk. We will not touch beds or personal belongings while guests are staying.
- We will ask guests staying for more than two night if they wish their room to be serviced whilst staying
- Ask guests to open windows before leaving their room

There is a delay of at least 24 hours before used linen is collected by the laundry company. Any additional requirements from the laundry company will be implemented.

### **A guest develops potential symptoms**

- Inform us immediately
- Self-isolate
- Follow NHS advice about testing and next steps

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This risk assessment will be reviewed monthly until the Government advises the Covid-19 threat has passed.