

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

Property Name: The Nest at Winnall
 Date of Assessment: 23rd February 2022
 Assessment Carried out by: Karen Bastock (Owner)

Date of Next Review:
 Notes:

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>Person to person contact during COVID-19 pandemic (Host and guest)</p>	<p>Becoming infected with COVID-19 and further spread the infection</p>	<p>We already use contactless technology (ie. no cash or cheque bookings - all are done online or by BACS).</p> <p>A welcome letter & pre-arrival pack is already emailed to guests 2 weeks in advance of their stay, containing useful information and explaining procedures.</p> <p>We already provide a comprehensive Information File (with wipe-clean pockets) containing all aspects of the property – how everything works, instruction manuals, essential emergency information, contact numbers, useful links, etc. This minimises contact from the owner during a stay.</p> <p>We already keep records for at least 21 days of everyone staying at The Nest (name, nationality, arrival & departure dates, address, phone,</p>	<p>In 2020 we implemented new social distancing practices in order to minimise contact between the two parties:</p> <ul style="list-style-type: none"> ➤ We do not show guests around the Nest when they arrive. ➤ Guests can self-check in with a key (which has been cleaned) in the keysafe. ➤ We contact guests after arrival to answer all queries and ensure customer satisfaction. ➤ All communication during a guest's stay is carried out via text messages, phone calls, emails or guests can drop a note in our postbox. <p>We email a full and comprehensive pre-arrival/departure pack for guests explaining the latest guidelines, our procedures to meet these and containing all aspects of the Nest, which is usually found in the Information File in the Nest hallway.</p>	✓		

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		<p>email – all according to our GDPR & privacy policies). This will facilitate communication after a guest leaves in case of any Covid-19 infection is identified afterwards.</p> <p>If any issues arise requiring essential maintenance, visits are always arranged when guests are out of The Nest when possible (unless it is an emergency).</p> <p>In order to minimise the risk of contamination, we already undertake the following:</p> <ul style="list-style-type: none"> ✓ All crockery/cutlery/glassware is thoroughly checked for cleanliness before guests arrive. ✓ All dishwasher & laundry tablets are individually wrapped. ✓ All soap bars are individually wrapped. ✓ Disposable slippers provided for each guest are new and pre-sealed in cellophane bags. 	<p>All printed sheets in the Information File above are contained within plastic pockets and these are wiped down with a professional grade Antibacterial & Virucidal Sanitiser which conforms to BS EN14476. Any information that needs to be taken out and handled in order to be viewed has been removed (eg. Instruction manuals and takeaway menus). These have been scanned and can be emailed to guests upon request.</p> <p>In order to minimise the risk of contamination and encourage guests to maintain the cleanliness of The Nest, the following changes were introduced in 2020:</p> <ul style="list-style-type: none"> ➤ All condiments in the kitchen have been removed. ➤ Rubber gloves for washing dishes have been removed. ➤ All teabags, coffee & sugar are provided in individual sachets. ➤ Guests are consulted in advance, and only those beds required are made up. ➤ All crockery/cutlery/glassware is put through the dishwasher if necessary. ➤ We provide antibacterial handwash & tissues at all sinks for guests' use. 			
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			<ul style="list-style-type: none">➤ The guest welcome pack contains a small bottle of hand sanitiser for guests' personal use.➤ Hand sanitiser is available at the entrance door to Nest for guests' use.➤ We provide cloths, disposable gloves & antibacterial/virucidal surface cleaner (for hard surfaces ONLY) for guests' own use during their stay.➤ Clear signage is used to reiterate hygiene practices such as handwashing to guests.➤ If requested by guests, freshly baked products within the usual welcome pack are replaced by individually wrapped, pre-bought products. <p>If guests are here for more than a week and an interim clean takes place, they are be asked to vacate The Nest during this period of time.</p> <p>We have implemented a break of at least 24 hours between guest bookings, to allow adequate time to deep-clean, sanitise and fully air The Nest. If a guest is found to have Covid-19, then 72 hrs would be left between bookings.</p>			
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			<p>We request that all guests who feel unwell with Covid-19 symptoms or experience an infectious outbreak whilst staying at The Nest contact us immediately by text or phone (see below).</p> <p>In order to minimise the risk of contamination, guests are asked to:</p> <ul style="list-style-type: none"> ➤ Air the property as much as is practically possible during their stay. ➤ Strip all beds used before departure and put all linen and towels in the laundry bags provided, in order to minimise contact for cleaning staff. ➤ Follow all UK Government guidelines for the duration of their stay with us, in order to continue to keep our community and themselves safe. 			
<p>Owner /Cleaner not fit for work and infected with COVID 19</p>	<p>Could spread COVID 19 through cleaning within the property</p>	<p>We regularly liaise with our cleaner who lets us know immediately if she is not fit enough for work.</p>	<p>If the owner or our cleaner displays symptoms of Covid-19 or someone in their households has symptoms, that person will not enter the Nest for 7 (or 14) days. In this instance, a Return to Work Assessment will be carried out, to ensure the owner's / cleaner's recovery is clear.</p>		<p>✓</p>	

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<p>Cleaning & changeover regimes not effective / fit for purpose / recorded</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>We already undertake an extremely high standard of cleaning and this is regularly commented upon by guests in our visitors book and online reviews, all of which are publicly available.</p> <p>Every clean is checked personally by the owner before guests arrive at The Nest.</p> <p>We live next door to The Nest, so any maintenance issues are quickly apparent between guest visits. Therefore they are dealt with before guests arrive, to minimise contact during a stay.</p>	<p>We have produced an enhanced cleaning schedule which our staff adhere to and which includes:</p> <ul style="list-style-type: none"> ➤ Extending our cleaning hours to allow for thorough deep cleaning, sanitisation and full airing of the property. ➤ Reiterating to guests that they will be expected to vacate the property on the day of departure at 10am prompt, as changeover cleans will only commence once the guest has left. ➤ All cleaning to be carried out wearing the correct PPE if deemed appropriate: clean gloves, mask & disposable aprons. <p>We have also produced a comprehensive cleaning checklist which our staff fill in and sign for each clean. This is left in The Nest for guests to view.</p> <p>We have undertaken in-depth, ongoing training of cleaning staff to ensure knowledge, clear understanding, and skills of every task undertaken. This includes:</p> <ul style="list-style-type: none"> ➤ Training in new cleaning routines, requirements, materials, products & PPE equipment to be used. 			<p>✓</p>
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			<p>➤ Instructions on frequent handwashing /use of handsanitiser so that full government guidelines are followed, PPE disposal & procedures to protect their wellbeing.</p>			
<p>Incorrect / ineffective cleaning materials used</p>	<p>Not cleaning or sanitising the property correctly</p>	<p>We already prepare the area to be cleaned once guests depart: waste, dirty linen & towels are removed and any initial cleaning is carried out (ie loading dishwasher, clearing out fridge, clearing surfaces, etc).</p> <p>Rubbish/waste is placed in plastic bags, tied, removed from The Nest and disposed of in an external bin.</p>	<p>We have produced a detailed enhanced cleaning schedule which our staff adhere to. This clearly states what should be sanitised within The Nest and what extra procedures should be put in place. This schedule is available to all guests and has been added to our website.</p> <p>A detailed health & safety file is kept listing all cleaning products used and for what purpose, all previous cleaning & maintenance schedules/checklists for The Nest and all risk assessments.</p>		✓	
<p>Dealing with a guest who is unwell or infectious outbreak in your property</p>	<p>The spread of an infection outbreak</p>		<p>We have placed a document in The Nest on what to do if guests suspect one of their party is ill or are experiencing an infectious outbreak. This will include clear instructions & actions required.</p> <p>We have clearly stated within our revised Terms & Conditions the cost and requirements if a guest has to extend their stay through illness or self-quarantine.</p>	✓		

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			<p>We will develop on existing relationships with a couple of other fellow property owners in the area to see if arriving guests can be relocated into one of these properties, if the original booking cannot be fulfilled due to current guest illness.</p> <p>If such instances should occur, we are committed to delivering any necessary medicines, food supplies and extra cleaning materials to the outside of the property, in order to ensure the safety of our guests and the community.</p>			
<p>Incorrectly laundered bedding</p>	<p>Bacteria not killed off properly</p>	<p>All bedding is cotton.</p> <p>All bed linen, towels, make-up cloths, teatowels & dishcloths are already washed on a full 60 degree wash cycle.</p>	<p>We have produced a detailed enhanced cleaning schedule which our staff will adhere to. This includes full details on how bedding is sanitised between guest stays. The schedule is available to all guests and has been added to our website.</p> <p>Guests are free to bring their own bedding, duvets and/or towels if they would prefer.</p>			<p>✓</p>

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Notes on completion	
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