

Covid-19 Risk Assessment for Sandcastle Cottage, 3 Nethergate North, Crail

Property Name: Sandcastle Cottage, Crail
 Date of Assessment: 1 July 2020
 Assessment Carried out by: Susan & Sandy McNaughton

Date of Next Review: October 2020
 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>Guests or hosts become infected with COVID19 and further spread the infection</p>	<p>No Host/Guest Contact – all communication by email or post prior to arrival</p> <p>Laminated “quick start guides” in property – can be sanitised between lets.</p> <p>How the boiler works</p> <p>How to switch the heating on</p> <p>How the dishwasher works</p> <p>How the washing machine works/tumble drier</p> <p>Special info regarding shower operation</p> <p>Gas fire</p> <p>Microwave</p> <p>Notices on back of door (no need to touch) to state: When bin day is Departure Instructions</p>	<p>Provide a pre-arrival/ departure pack for guests explaining procedures.</p> <p>Laminated “quick start guides” in property – can be sanitised between lets.</p> <p>How the boiler works</p> <p>How to switch the heating on</p> <p>How the washing machine works/tumble drier</p> <p>Special info regarding shower operation</p>			<p>☒</p> <p>☒</p> <p>☒</p>
<p>Guests develop symptoms of COVID 19 during stay</p>	<ul style="list-style-type: none"> • Guests who are ill • cleaner who has to clean property after they leave. 	<p>If guests have an illness during stay reporting procedures and useful contact numbers are in the property</p> <p>Cleaner has undertaken COVID-19 cleaning training & certification</p>	<p>Procedure is highlighted in arrival instructions that guests should not travel if they suspect illness. If illness develops during stay, we ask that they report to us that they are leaving, and return home as soon as possible to get testing and report outcome to us.</p>		☒	

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Guests who have been ill leave and cleaner has to perform post-COVID clean.	Cleaner may contract COVID19 during cleaning of property.	Cleaner has all necessary cleaning and disinfectant products and has been trained on how to carry out an appropriate level clean. Cleaner has certification for Holiday Let COVID-19 cleaning.	Ensure that there is a process put in place to inform cleaner after guests check out.			<input checked="" type="checkbox"/>
Person to person contact during COVID 19 pandemic (Host and guest)	Guests or hosts become infected with COVID19 and further spread the infection due to contact at time of arrival	Procedure for giving access to property has been changed. Keys are posted out 7 days prior to arrival, and returned after guests leave.	Print off address labels for guests to return keys after stay. Add process to arrival procedures to ensure that keys are posted out in good time before arrival.			<input checked="" type="checkbox"/>
Person to person contact during COVID 19 pandemic (Cleaning Staff & Guests)	Guests or staff become infected with COVID19 and further spread the infection	Ensure guests are not present during interim cleans	Move check-in/out times and ensure that guests are aware of reason behind the timing. Changes implemented for all new bookings from 15 July 2020 – Check out by 10 am. Check in not before 4 pm.			<input checked="" type="checkbox"/>
Person to person contact during COVID 19 pandemic (Host and guest)	Guests or hosts become infected with COVID19 and further spread the infection	High standard of property and equipment. Ask guests to report faults or issues on arrival by email, text or telephone – wi-fi provision in cottage allows ease of communication	Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency). Hosts would enter property to assess issue and ensure that they wash hands and air room as necessary. Dependent on nature of issue, arrange replacement or repair of equipment.			<input checked="" type="checkbox"/>
Person to person contact during COVID 19 pandemic (Maintenance staff and guest)	Guests or maintenance staff become infected with COVID19 and further spread the infection	Arrange maintenance visits between lets. If necessary to arrange during let, ask guests to be out of property while maintenance takes place.	If maintenance visit is necessary, liaise with guests and maintenance staff for guests to be out while maintenance takes place – provide phone numbers to each so that they can ensure property is clear. Check with maintenance staff that they are taking appropriate care to wash hands on entry and exit of property and wear mask if necessary. Should contact be necessary, maintain appropriate social distancing during visit.			<input checked="" type="checkbox"/>

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<p>Cleaner / housekeeper not fit for work and infected with COVID 19</p>	<p>Could spread COVID 19 through cleaning within the property</p>	<p>Necessary communication between hosts and cleaner to confirm fitness for work.</p>	<p>Cleaner to notify hosts should she or staff be unwell and arrange immediate testing. Should cleaner be unfit for work, hosts will act as back-up cleaners and have the necessary documentation and access to cleaning equipment etc.</p>			<p>☒</p>
<p>Cleaning regimes not effective / fit for purpose</p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Cleaner and Hosts both have Accreditation, having completed the Cleaning Protocols course developed in 2020 by “Landlord’s Little Helper” for the ASSC & other professional bodies.</p>	<p>Create a cleaning plan that all cleaning staff must adhere to and sign for each clean – now done</p> <p>Create a cleaning checklist that all cleaning staff must fill in and leave in property for transparency – now done</p> <p>All cleaning team members provide their own correct protective clothing. Completed training on how to use correctly and instructions on handwashing, protective clothing disposal and their well being – done June 2020</p>			<p>☒</p>
<p>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</p>	<p>Not cleaning or sanitising the property correctly</p>	<p>Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example</p> <p>Touch points, door handles, banisters, surfaces, bathrooms</p> <p>What should be disinfected, floors, walls</p> <p>Ensure all cleaning materials are clean and fit for purpose</p>	<p>Document to be left in property after each clean to reassure incoming guests that work has been completed. – Completed and process ongoing</p>			<p>☒</p>

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		Ensure all cleaning equipment is PAT tested and fit for purpose and being used in the correct way	Cleaner to arrange.			
Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly		Put a 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 all risk assessments			
Dealing with a guest who is unwell or infectious outbreak in your property	The spread of an infection outbreak	Provide information about what is required. Place a COVID-19 document in the property including relevant phone numbers and actions required	Terms and Conditions of business state that guests must return home for testing and isolation.			<input checked="" type="checkbox"/>
Incorrectly laundered bedding	Bacteria not killed off properly	Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash)	Actions complete			<input checked="" type="checkbox"/>
Changeover clean	Contaminated accommodation / spread of COVID 19	Cleaner has had training for deep cleaning according to Scottish Government Guidelines after each let.	All changeover cleans can only be completed once the guests have left the property Cleaner has filled out the fit for work document All protective clothing is available to cleaner All cleaning / maintenance procedures are adhered to and documented accordingly			<input checked="" type="checkbox"/>
Legionella	Infection of Legionella from standing water if the property has been lying empty	Regularly flushing water through the system, and cleaning shower heads.	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.			<input checked="" type="checkbox"/>

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			<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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