

Covid-19 Risk Assessment Derwent House

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

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Updated: 21st June 2020; 7th July 2020, 14th September 2020

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

- Change over cleaning day
- Legionella

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 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
- Risk of standing water due to empty property

Actions to Control Risk

Anybody who is exhibiting symptoms or who has any reason to believe they may have come into contact with the virus up to 14 days prior to their booking must follow the Government instruction to self-isolate and follow NHS guidelines. Therefore, they should not arrive at the House.

Anybody in one of the vulnerable groups identified by the Government should follow Government advice to self-isolate, they can contact Cornish Cottage Holidays for help and advice with their booking. They should not arrive at the House.

Contractors who are exhibiting symptoms or who have any reason to believe they may have come into contact with the virus within the previous 14 days should not come to the house and they should follow NHS guidelines.

We will ask guests to follow guidelines on social distancing.

Guests should arrange for groceries to be delivered to the house to avoid trips to the supermarket.

Guests need to check with the store as the situation is changing daily.

Staff to wear masks/gloves as required but this is not a replacement for handwashing or sanitising

Ensure guests are not present during cleaning

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

Provide online information before and during arrival

Create a cleaning plan and checklist for staff

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

COSHH file to be completed

Use cotton sheets/linen bedding and towels supplied by the laundry Clean Sheets Ltd.

All change over cleans to be completed once guests have left

All cleaning and maintenance procedures adhered to and documented

Guests are advised that there may be restricted opportunities to eat out at this time and they should be prepared to fully self-cater.

We will provide additional cleaning materials for guests to clean shared equipment during their stay.

Flush water system for 2 minutes by running all taps and flushing toilets (with shower hoses in water to avoid spray) prior to reopening

Soak shower heads in sanitiser for at least an hour prior to re-opening

Implement Changes to cleaning policy

We always strive to maintain extremely high standards of cleanliness at Derwent 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, washing and reusing cleaning cloths and using mostly natural cleaning products. We promise to resume these practices as soon as it is safe

to do so however for the duration of the Corvid-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:

- Use disposable cloths and mop heads.
- Clean with diluted chlorine bleach.
- Pay particular attention to frequently touched surfaces such as door handles and handrails.
- Reduce the amount of soft furnishings provided so that we can rotate them and allow 72hrs for potential virus to die before they are returned to a property.

Arrival and departure of guests:

- All information to allow guests to use self-check-in will be provided
- Contact details of the lead booker are taken prior to arrival
- We will avoid entering the house when guests are present
- All information for departure will be provided in electronic format to avoid having to enter the house before guest departure.

A guest develops potential symptoms

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

To Protect our Cleaning Staff, we will:

- Delay cleaning until the property is vacant and all rooms have been ventilated
- Provide rubber gloves and plastic aprons.
- Limit the number of team members in any property to two at a time.
- Ask guests to strip their own beds and put used linen in bags provided.
- Ask guest to open all windows before departure.
- Ask guests to empty all bins and place tied bags into the external waste bins.
- All waste will be double bagged.

There is a delay of at least 24hrs before used linen is collected by the laundry service providing an adequate buffer to protect their staff.

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