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| Property Name | Beachside |  | Date of Next Review: | 3rd August |
| Date of Assessment | 3rd July 2020 |  | Notes: |  |
| Assessment Carried out by | John Squires |  |  |  |

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| 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 |
| **Person to person contact during COVID 19 pandemic (Host and guest)** | Becoming infected with COVID19 and further spread the infection | Pre-arrival email sent to all guests explaining new procedures and social distancing rulesProvide PPE when greeting guests and for any ad hoc contact (eg if guests request help that cannot be provided remotely) and ensure guests and all staff understand social distancing guidelines.Text/video call/phone the guests after they arrive to ensure customer satisfaction and to answer queriesNo guests present during cleans and weekly changeovers. Guests staying for longer than a week will be informed of the new interim measures in place for linen changeovers:* Guest not to be present when staff enter the room
* Reduce contact by using red water-soluble laundry bags
* Whenever possible, asking guests to bag up linen that requires laundering into red water-soluble bags

Provide a FAQ document on all aspects of the propertyAny issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)Any amenities and cleaning equipment provided kept in single use or disinfected containersWearing gloves and masks when greeting guests, and providing sanitiser, antibacterial wipes and gloves on the front-desk for guest use. Masks will also be available on request Information Folder in rooms to answer all FAQs. Contact details provided on the noticboardso guests can call/text/email, rather than ask for assistance in person.Procedures in place for guests staying at Beachside who exhibit symptoms of Covid-19, or have any reason to believe they may have come into contact with the virus up to 14 days prior to their booking.Measures in place to sanitise apartment keys before guest arrivesSuggest guests leave windows open priorto their departure. | Pre-arrival/ departure information for guests explaining procedures, including what to do if there is a suspected outbreak amongst guests during their stayCovid notice in entrance hall (handwashing reminder)Investigate self-checkin opions with key-box  |  | XXX |  |

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| **Cleaner / housekeeper not fit for work and infected with COVID 19** | Could spread COVID 19 through cleaning within the property | N/A (no additional staff are employed) |  |  |  |  |
| **Cleaning regimes not effective / fit for purpose** | Contaminated accommodation / spread of COVID 19 | All cleaning team members are given the correct protective clothing and training on how to use correctly and instructions on handwashing, protective clothing disposal and their well beingProvide a cleaning plan and maintenance checklist that all cleaning staff must adhere to and sign for each cleanReview cleaning protocols monthly and provide ongoing staff training as required | Description of cleaning practices available online for transparency to guests  |  |  | X |
| **Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded**  | Not cleaning or sanitising the property correctly | All cleaning equipment is PAT tested and fitfor purpose and being used in the correctwayAll cleaning materials are clean and fit for purposeCleaning requirement document checklistprovided, clearly stating what should besanitised/disinfected within the property.Signed for each cleanPut 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  |  |  |  |  |

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| **Dealing with a guest who is unwell or infectious outbreak in your property** | The spread of an infection outbreak | Relationship with fellow property owners(Eastbourne Hospitality Association) to see if arriving guests can be relocated into one of these properties if original booking cannot be fulfilled due to guest illnessVideo call/ call the guests to clearlyunderstand the situation and if the guestsneed to extend their stay and for how longGuests must return home immediately ifpractically possible.Procedure if guests must remain on-site is:* Deliver clean linen and linen bag for the guests to place used linen in (leave this in the property)
* Inform local authority and link guests up with NHS volunteer responder local lockdown service (for essential supplies delivery)
 | Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness for self-quarantine |  |  | X |
| **Incorrectly laundered bedding** | Bacteria not killed off properly | All linen and towels are professionallylaundered off-site to manufacturers’standards, including steam pressing foradded reassurance.T-towels laundered onsite are washed on the highest temperature settingGuests asked to assist by stripping their own beds and putting linen and towels into the red water-soluable bags provided. |  |  |  |  |
| **Changeover clean** | Contaminated accommodation / spread of COVID 19 | All changeover cleans can only be completed once the guests have left the propertyWindows are opened for two hours after a guest vacates the property and new guests are not allowed to enter until all cleaning protocols have been completedAll PPE is available to cleanerAll cleaning / maintenance procedures are adhered to and documented accordingly |   |  |  |  |
| **Legionella** | Infection of Legionella from standing water if the property has been lying empty | If showers are not used for a week or more, water from both hot and cold supplies is flushed through the shower hose and showerhead for two minutes. If the shower has not been used for two weeks or more, then the showerhead is disinfected.Boiler/cylinder temperature set to a minimum of 60°C. |  |  |  |  |

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| Notes on completion |  |