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| **Assessment Details: Self Catering** | | | | | | | | | |
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| **QT Reference No:** | 650319 | | | **Date:** | 18/06/20 | | **Completed:** | 18/6/20 | |
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| **Business Name:** | Forest View Retreat | | | **Address:** | Chapel Lane, Callow Hill, Rock, Kidderminster, Worcs DY14 9XF | | | | |
|  | | | | | | | | | |
| **Insurance Certificate:** | X | **Gas Safety Certificate:** | X | **Fire Risk Assessment:** | | X | **Carbon Monoxide Detectors:** | | X |

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| **Completion Guide** |
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| The example below demonstrates how this Risk Assessment works. Give the Severity (S) and Likelihood (L) a score based on the table below. Multiply (S) by (L) to create a risk score (R).  Score each job hazard rather than each control measure.   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Severity (S):** | **6** Multiple Death | **5** Single Death | **4** Major Injury | **3** Lost Time Injury | **2** Minor | **1** Delay | | **Likelihood (L):** | **6** Certain | **5** Very Likely | **4** Likely to Happen | **3** May Happen | **2** Unlikely to Happen | **1** Very Unlikely to Happen |   The figures will give a risk score between **0** and **36**:  **0-10** low risk (Green), **11-20** medium risk (Amber) and **21-36** high risk (Red).  Focus should be placed on any high risk areas and where risk can be mitigated. |

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| **Job Hazard Exposure / Detailed Hazard** | **Possible Harm  and Effects** | **Planned Controls** | **QT Recommended Controls / Information**  **(In Priority Order)** | **S** | **L** | **R** |
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| **Person to person contact during COVID-19 pandemic (Host and guest)** | Becoming infected with  COVID-19 and further spread the infection | Guests will be asked health status before arrival via email  Key safe will be used for guests to get their key.  Email will be sent to guests regarding their arrival departure and procedures while staying with us.    We will visit the guest asking if everything ok from outside the cabin keeping 2 metres away from the door way. All linen will be provided and no interim cleans will be carried out.  As we clean our own cabins we will be able to check everything is working correctly before guests arrival  Pre arrival information will be sent and guests can log in to guest information from their booking email.  Single package items used. Any left will be removed and kept 72 hours before reusing.  Guests will be asked to report to us via phone if they fall ill and appropriate numbers are available  Guests will be asked to report if they fall ill after returning home | Health questionnaire sent to arriving quests.  Minimise contact between the two parties by suspending physical welcome meeting.  Provide a pre arrival/ departure pack for guests explaining procedures  Place key in a key lock and supply pin number  Host to video call or phone the guests after guest arrival to ensure customer satisfaction and to answer all queries  Suspend all linen changes and interim cleaning services (provide linen packs)  Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)  Provide a FAQ document on all aspects of the property for example:  When bin day is  How the boiler works  How to switch the heating on  How the cooker works  This will minimise any visit to the property  Suspend amenities packs unless all single packaged items  Have an illness during stay reporting and useful contact numbers in the property  Have a post stay health questionnaire | 2 | 2 | 4 |
| **Cleaner / housekeeper not fit for work and infected with COVID-19** | Could spread COVID-19 through cleaning within the property | Only 2 staff and we will be wearing PPE | Create an ongoing checking system and document for staff health / wellbeing | 2 | 2 | 4 |
| **Cleaning regimes not effective / fit for purpose** | Contaminated accommodation / spread of COVID-19 | Cleaners have completed accredited course on effective covid cleaning protocol.  Cleaning check list in place.  As we clean our own properties all standard’s will be adhered to at every clean. Any issues will be picked up by ourselves. | Create a cleaning schedule that all  cleaning staff must adhere to and sign for each clean  Create a cleaning checklist that all cleaning staff must fill in and leave in property for transparency  create a maintenance checklist that all cleaning staff have to sign for on each clean, any issues to be flagged and dealt with before the guests arrival  in-depth ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken  Cleaning standards checks by second person  All cleaning team members are given the correct PPE and training on how to use correctly and instructions on handwashing, PPE disposal and their well being | 1 | 2 | 2 |
| **Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded** | Not cleaning or sanitising the property correctly | All cleaning materials will be to the required log standard.  Cleaning will be carried out to the correct levels from accredited cleaning course which has been undertaken.  Health and safety file will be available. No external cleaners used. | Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example  Touch points, door handles, banisters, surfaces, bathrooms  What should be disinfected, floors, walls  Ensure all cleaning materials are clean and fit for purpose  Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way  Put a health & safety file together with all cleaning products used and for what purpose, COSHH sheets if require, all previous cleaning / maintenance schedules for the accommodation and all risk assessments | 1 | 1 | 1 |
| **Dealing with a poorly guest or infectious outbreak in your property** | The spread of an infection outbreak | Guest will receive an email before their arrival telling them what they must do and relevant telephone numbers. They will be asked to stay home if they have had or have been in contact with anyone with Covid within 14 days of their arrival to us. They will be reimbursed for the missed break  We will be asking our guests to ring 111 and then leave and return home with the people they arrived with and get tested from home if they have symptoms while staying with us. As the majority of our guest live within an hour’s journey of our cabins and the majority of our stays are only 2 nights in length. This will be much safer for the guests and for us as our nearest test centre is a 1 hour round journey away.  If guests are too ill to return home and are advised to stay where they are we would be able to deliver food and linen and any extra cleaning products to the outside of the cabin. All waste would be double bagged and put into a separate bin.  We would leave the property empty for at least 72 hours from the guests vacating and returning home and then undertake a deep clean.  Our guest would have to pay for any additional nights and any additional costs incurred by their isolation. This will be written into our terms and conditions | Place a what to do if you suspect you as a guest are poorly or have an infectious outbreak document in the property including relevant phone numbers and actions required  Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long  Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness  Build a relationship with fellow property owners (buddy system) to see if arriving guests can be relocated into one of these properties if original booking cannot be fulfilled due to guest illness  Deliver clean linen and linen bag for the guests to place used linen in (leave this in the property)  Deliver, medicines, food supplies and extra cleaning materials to the outside of the property    Place an emergency body fluid kit in the property for the guest to use in these circumstances  On guest departure if possible do not enter the property for 72 hours (if you have to enter, use correct PPE)  Contact a specialist cleaning company to come and fog the property | 3 | 3 | 6 |
| **Incorrectly laundered bedding** | Bacteria not killed off properly | Laundry service used for bedding. Towels and other linen washed at 60 degrees | Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash) | 2 | 1 | 2 |
| **Changeover clean** | Contaminated accommodation / spread of COVID-19 | All guidelines and protocols will be adhered to | All change over cleans can only be completed once the guests have left the property  Cleaner has filled out the fit for work document  All PPE is available to cleaner  All cleaning / maintenance procedures are adhered to and documented accordingly | 2 | 2 | 4 |