

Covid-19 Risk Assessment for Self-Catering Properties - Wharton Lodge Luxury Cottages

Property Name	Wharton Lodge Cottages	Date of Next Review:	20 July 2020 (Version 3.4.II)
Date of Assessment	15 June 2020	Notes:	Review ongoing, dependent on Government guidelines
Assessment Carried out by	Nicky Cross/Mark Eardley		

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 between host and guests	Becoming infected with COVID19 and further spread the infection	No physical meet/greet, no close contact. Host will stay socially distanced and will wear facemask and gloves. Links to online handbook/instructions/Covid measures (also sent to guests in advance) as well as the cottage key will be left in cottage so that guests may let themselves in. Contact is minimised between arriving guests and host, following social distancing guidelines (currently 1+ metre apart).	Minimise contact between parties Provide PPE for Host and Housekeeping and ensure they understand social distancing guidelines Keep up to date on Government policy and best practice Ongoing review in light of Government policy		✓	
		All pre-arrival, departure and health and safety information will be available online via TouchStay.com to minimise person to person virus transmission. All leaflets have been removed to avoid any risk of person to person virus transmission.	Arrival and departure details to be laminated or placed in plastic, wipeable file pockets. Information also available on TouchStay.com Arrival details sent via our online booking system prior to stay at Wharton Lodge Cottages.			✓
		Prior to arrival of guests, all cottages will be double cleaned (clean then disinfect) followed by fogging using BioGuard dry misting technology to eradicate the virus and prevent spread of Covid-19. Guests will not be present during any cleaning, sanitising or disinfecting. Items that may be frequently handled (remote controls, keys etc.) will be sanitised placed in sealed bags for the guests.	Housekeeping team to follow cleaning protocols for self-catering accommodation providers provided by PASC UK		✓	

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<i>Assessment continued on next page</i>		<p>Our guests will be welcomed at a distance of 1+ metre. This introduction will follow social distancing guidelines.</p> <p>Facemask, gloves, hand sanitiser, anti-viral wipes will be provided to guests in their cottage on arrival for use during their stay</p> <p>Welcoming host/Housekeeper will outline the risks to guests, inform them of the need to social distance during their stay.</p>	<p>Welcome hamper and Covid care kit items will be packaged.</p>			✓				
		<p>Guests will not be present during interim cleans</p>				✓				
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 between host and guests		<p>Becoming infected with COVID19 or further spread the infection</p>	<p>Only critical/emergency maintenance will be conducted by an authorised supplier, wearing appropriate PPE.</p> <p>Maintenance staff to ensure any surfaces that were touched are cleaned afterwards.</p> <p>Any notified minor issues needing maintenance during our guests visit will be arranged after check-out.</p> <p>Housekeeping team will be encouraged to identify any defects during their routine cleaning.</p> <p>Cleaning will be required following any maintenance operation.</p>	<p>Cleaning, sanitising and disinfecting will be required following any maintenance operation.</p>		✓				
			<p>To avoid any risk of person to person virus transmission from physical documents, all FAQ documentation regarding the use of the cottage will be held electronically on TouchStay.com portal to avoid risk of virus transmission. Guests will access this through their own devices.</p> <p>Details on the use of appliances will be also be held on the online portal.</p> <p>All leaflets have been removed and guests are directed to local websites and tourist information sites through pre-arrival emails and the online portal.</p>			✓				

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<i>Assessment continued on next page</i>	Laundry and bin room: The bins will be available to Elgar Cottage only. The other cottages have their own courtyards with refuse and recycling bins				✓
	Laundry and Bin room: There will be a booking system for the Laundry facility. For their protection, guests are asked to wear their protective gloves when operating the appliances. A surface sanitiser will be available for cleaning before and after use. The garden WC will be closed to guests	Guests using the laundry will be responsible for using PPE and wiping controls and surfaces before and afterwards		✓	

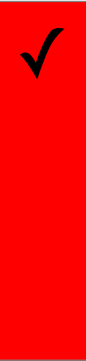
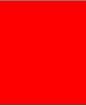




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				High⌘	Medium⌘	Low⌘
Person to person contact during COVID 19 pandemic between host and guests	Becoming infected with COVID19 or further spread the infection	Wharton Lodge Cottages offers a walled garden to its guests. The access gate to the walled garden will remain permanently open and will not be cleaned. There is no reason for guests to touch it. There are sets of tables and chairs in the garden which will be allocated to individual cottages. They will be sanitised, after that guest has left.	The garden toilet will be closed to guests.			✓
		Wharton Lodge Cottages offers a glasshouse. Again, seating will be allocated specifically to each cottage. Cleaned cushions are provided specific to that cottage.				✓

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		There is parkland around Wharton Lodge. Within the grounds are some wooden seats. The risk is low as the virus can only remain contagious for 2-3 hours in this environment. Guests are asked to use their allocated cushions should they wish to sit on the seating in the parkland.				✓
		Wharton Lodge offers EV charging station for guest use. The charging station has a plastic weatherproof flap. Guests are asked to use their charging lead to open the flap or gloved hand	This relies on the guest following good practice advice.		✓	
		Access to Wharton Lodge Cottages is via electronic gates. These open automatically for vehicles but pedestrians have to use a toggle switch to open the gates. Guests are asked to carry their protective gloves and wear them to operate the gate.	This relies on the guest following good practice advice		✓	
		Post visit Covid-19 health monitoring: For 14 days after their visit, any guests falling ill with Covid-19 will be requested to report any illness to Wharton Lodge Cottages.	This relies on guests informing Wharton Lodge Cottages.		✓	
Dealing with a guest who is unwell or infectious outbreak in your property	Preventing the spread of an infection outbreak	Place a <i>“what to do if you suspect you as a guest are ill or have an infectious outbreak document”</i> on the TouchStay.com portal including relevant 24-hour phone numbers and actions required				✓

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<p>Dealing with a guest who is unwell or infectious outbreak in your property</p>	<p>Preventing the spread of an infection outbreak</p>	<p>Facetime/call the guests to clearly understand the situation. Guests showing signs of Covid-19 whilst staying at Wharton Lodge Cottages are required to go for a test at Merton Meadow car park in Hereford and tests may be booked on the government website. The results of this test must be shown to Nicky or George Cross (the owners). If positive then the guest must immediately leave their property, if this is reasonably possible. If for any reason that is not and self-isolation is required to take place at Wharton Lodge Cottages, then all fees for all bookings affected by this self-isolation will be borne by the guest.</p>	<p>Ensure there is reference in our T&Cs to extension of stay due to self-quarantine</p>			
		<p>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</p> <p>Any items that are delivered to an infected guest (medicines, food supplies, clean linen, and extra cleaning materials) to be placed outside cottage's door in sealed bag. Bagged used linen to remain in cottage.</p> <p>Place an emergency cleaning kit in the property for the guest to use in these circumstances</p>	<p>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</p>	    		

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Cleaner / housekeeper not fit for work and infected with COVID 19	Could spread COVID 19 through cleaning within the property	<p>Any employee who suspects they have Covid-19 symptoms must not come to work and inform Wharton Lodge Cottages of their illness</p> <p>They then must inform their GP, arrange a self-testing kit through the NHS Coronavirus online test & trace service.</p> <p>They must not return to work until either the test has been proved negative or they have self-isolated for 7 days after the symptoms (except loss of taste or smell) have gone.</p>	As part of on-going personnel procedures, health records will be maintained		✓	
Cleaning regimes not effective / fit for purpose	Contaminated accommodation leading to spread of COVID 19	Housekeeping team must be trained on what is required so that they have the necessary training, knowledge, understanding, and skills to undertake each task successfully	Ensure housekeepers are trained.		✓	
		All housekeeping team members are given the correct PPE and training on how to use correctly and instructions on handwashing, skincare, PPE disposal and their own well being	Issue of PPE and on-line training to be undertaken. Training programme: Larndlords Little Helper course completed in June 2020		✓	

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Cleaning regimes not effective / fit for purpose	Contaminated accommodation leading to spread of COVID 19	<p>A cleaning checklist must be adhered to by our Housekeepers. Cleaning protocols for self-catering accommodation provided by PASC are being followed at Wharton Lodge Cottages.</p> <p>All rooms are double cleaned (clean then disinfect) and then sanitised using BioGuard MK II dry misting (fogging) technology to eradicate the virus and prevent a spread of Covid-19.</p> <p>Removal of some items (ornaments, decorative bed cushions, magazines etc..) Rotation of soft furnishings (cushions) between changeovers to minimise risk. Items such as games have been removed but available on request.</p> <p>Check boxes must be completed and signed off for each cottage clean.</p> <p>Copies of the clean to be placed on online portal as evidence to guests</p>	Sign off cleaning duties undertaken		✓	

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		<p>Should the housekeeping team identify any maintenance defects, these should be logged in the maintenance book.</p> <p>Their urgency needs to be assessed and critical defects dealt with before the next guests arrives.</p> <p>Lower priority defects will be dealt with less urgently.</p>	Report/log any defects		✓	
		Cleaning standards to be routinely checked by Nicky Cross to ensure consistent standards.				✓
Incorrect or ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly	<p>All rooms are cleaned and disinfected following the PASC cleaning checklist and then sanitised using BioGuard dry misting technology to eradicate the virus and prevent a spread of Covid-19. Remote controls are bagged in disposable covers.</p> <p>Check boxes must be completed and signed off for each cottage clean.</p> <p>Copies of the clean to be placed on online portal as evidence to guests</p> <p>External touch points (light switches and door handles) are surface cleaned with an antiviral cleaner.</p>	Copies of cleaning records to be placed on online portal			✓
		<p>Only approved cleaning materials are purchased and used that are fit for the purpose. We have a septic tank and cannot use bleach. Milton, Log-7 virucide approved by WHO for Covid-19 have been purchase along with the Bio Gard Dry-Mister using Log-6 TriBioSan.</p>	<p>Guests will be provided with the usual eco-friendly cleaning materials, plus virucidal wipes for hard surfaces and Zoflora and kitchen roll. Due to our septic tank we need to discourage guest use of bleach.</p>			✓
		All COSHH related items including safety data sheets are available for review				✓
Unsafe portable electrical equipment.	Cleaning staff	Ensure all cleaning equipment is PAT tested and fit for purpose. We need to check that the equipment is being used in the correct way	<p>Routine PAT testing</p> <p>Visually check for defects before use</p>		✓	

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Cleaning substances that may be hazardous to health	Housekeeping team Any people who may suffer product specific allergies	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	To be retained on file system To be updated in light of any changes.			✓
Incorrectly laundered bedding	Bacteria not killed off properly	We use cotton bedding which is cleaned by an external laundry that uses Ozone technology to kill bacteria and viruses. Only bathmats/towels and tea towels are laundered in-house and these will be correctly washed at 60 degrees.				✓
Changeover clean	Contaminated accommodation / spread of COVID 19	All changeover cleans can only be completed once the guests have left the property using approved products and methods. PASC protocols will be followed, as above. Guests are requested to load dishwasher, strip beds of pillow cases, duvet covers and sheets then place linen in laundry bag provided. Open windows prior to departure. Appropriate PPE will be worn and disposed of between each cottage service. There is a special bin in the cellar or the main house.	JEH Laundry have provided extra laundry bags. One extra bag for each cottage for guests to put dirty bedding at the end of stay.			✓
		Housekeepers to record cleaning activity on the Cleaner Checklist which will be copied onto the online portal for guests to witness.				✓
		Housekeepers have been trained and wear appropriate PPE, provided				✓
Legionella	Infection of Legionella from standing water if the property has been lying empty	As part of the housekeeping procedure the toilet followed by hot and cold water in the kitchen, followed by wash hand basins will be flushed for 2-minutes.		✓		

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		<p>The shower head will be removed (to prevent atomisation of water droplets) and then flushed for 2-minutes.</p> <p>The showerhead should be disinfected quarterly, by immersing the head for at least an hour in any solution designed for cleaning baby feeding bottles (e.g. Milton).</p> <p><i>Note these premises have been maintained/occupied during the Covid-19 lockdown. Water/WCs have been run and flushed every couple of days.</i></p>	Quarterly disinfection of showerheads		✓	
		External taps for gardening use will be used weekly and drained down in the winter.				✓

Notes on completion

Overview of the Wharton Lodge Luxury Cottages

Wharton Lodge Cottages offers 3, 5* gold award holiday cottages (Elgar, Grosvenor or Harewood). They are located 3 miles from Ross-on-Wye. The holiday cottages are set within stunning parkland and manicured gardens and arranged around a courtyard, the three cottages provide luxury self-contained accommodation for couples and small groups.

Two cottages have private walled courtyard gardens. Grosvenor and Harewood are dog friendly.

Externally there is:

- a walled garden with several benches and tables with chairs (allocated by cottage)
- a furnished glasshouse (seating allocated by cottages)
- 14 acres of parkland with occasional rustic seating
- Laundry facilities
- Electric Vehicle charging

Notes on Risk Assessment

Any items that require action have been assessed as medium risk because closure of those risks rely upon human factors.