

Covid-19 Risk Assessment for Lee House

Property name: Lee House

Date of next review: December 2020

Date of Assessment: June 2020

Assessment carried out by: Gregg & Jacqui Ross

| | |
|-----------------|--|
| Risk/Hazard | Coronavirus/Covid-19 |
| Who Is At Risk? | Owners & family Guests Delivery Personnel Workmen |

| What are the Hazards? | Potential Hazard | What steps are you taking to control the Risk? | What further action do you need to take to control the risk? | Risk Factor/Urgency |
|--|-----------------------------------|---|--|---------------------|
| Person to person contact during Covid-19 pandemic (Host & Guest) | Hand Washing & Hygiene | <ul style="list-style-type: none"> The owners and family/visitors/guests will sanitise their hands when entering the property, using the sanitising station in the porch. The owners and family/visitors will then wash their hands using an anti-bacterial handsoap for a minimum of 20 seconds Outside shoes will be removed and stored Once guests have been shown to their room they will be encouraged to wash their hands using the antibacterial handsoap supplied | <ul style="list-style-type: none"> Signage to explain what handwashing protocol | |
| | Cleaning & Disinfecting In Public | <ul style="list-style-type: none"> All public areas, including doorbell, light switches, handrails, door handles, work surfaces will regularly be wiped down using an antiviral surface cleaner All hard surface seating will be regularly wiped down with an | <ul style="list-style-type: none"> Provide hand sanitisation upon entry to the B&B with notice to request all visitors to clean their hands Place a hand sanitising station in the | |

| | | | | |
|--|-------------------|---|---|--|
| | Areas | <p>antiviral surface cleaner and soft furnishings will be sprayed with an all-in-one disinfectant/antiviral spray</p> <ul style="list-style-type: none"> • Provide hand sanitisation upon entry to the B&B with notice to request all visitors to clean their hands • Place a hand sanitising station in the hall, where guests and visitors will pay bills etc/station to be signposted • This station is also situated at the entry to the dining room so that guests are instructed to clean their hands before entering and when leaving the dining room | <p>hall, where guests and visitors will pay bills etc/station to be signposted</p> <ul style="list-style-type: none"> • This station is also situated at the entry to the dining room so that guests are instructed to clean their hands before entering and when leaving the dining room • During room change over each the TV remote control will be wiped with an antiviral cleaning wipe and placed in a clear bag and sealed. It will remain sealed for the next occupants. • | |
| | Hospitality Trays | <ul style="list-style-type: none"> • Prior to a new guest occupying a room the tray will be cleaned with antiviral surface cleaner • Mugs and cutlery will be cleaned in the dishwasher and replaced on the tray • All sachets will be replaced with new stock • Throughout each guests occupation of the room mugs and cutlery will be cleaned in the dishwasher and replaced | | |
| | Laundry | <ul style="list-style-type: none"> • Strip the bed including removing the mattress protector and pillow protectors • Use a clean mattress protector and clean pillow protectors to dress the bed • Place a clean set of towels and face cloths in the room • Used bed sheets and duvet covers are stored in laundry bags and collected twice weekly by Buckleigh Linen Services to be professionally cleaned and returned | <ul style="list-style-type: none"> • Wash towels, facecloths and pillow cases at 60 degrees. During the washing cycle an antiviral laundry cleanser is added to the fabric conditioner • Spray the mattress with an antibacterial and antivirus spray • Surface clean cushions and throws and then spray with an all-in-one antibacterial/antiviral fabric spray | |
| | Social Distancing | <ul style="list-style-type: none"> • Signage in the hall points out the 1 metre + rule and guests are also reminded of this policy upon arrival • When staff/guests meet in public areas of the property they will | | |

| | | | | |
|--|----------------|---|---|--|
| | | <p>observe social distancing and move accordingly</p> <ul style="list-style-type: none"> • Dining tables are placed 1 metre + apart | | |
| | Arrivals | <ul style="list-style-type: none"> • As the guest arrives the front door is opened and the host welcomes them before moving back into the hall so that the guest can enter | <ul style="list-style-type: none"> • At a 1 metre distance the host talks to the guests then leads them to their room • Once in the room the host positions themselves at a 1 metre distance and discusses the guests room, facilities and points out social distancing procedures • The cleaned guest room keys have been put in a clear sealed bag and placed in the room, prior to the guests arrival and pointed out to them. The guest keeps the keys with them at all times • The guests will be asked how they intend to settle the bill at the end of their stay – if it is by cash they will be requested to have the exact amount ready | |
| | Drinks Service | <ul style="list-style-type: none"> • When a guest requests a drink it will be prepared using dishwasher cleaned crockery and cutlery • The host will wash their hands prior to preparing the drink • The tray will be taken to the guest in the dining room/lounge | <ul style="list-style-type: none"> • The drink will be placed upon a serving tray which has been wiped with an antibacterial surface wipe | |
| | Breakfast | <ul style="list-style-type: none"> • Breakfast will be served over 2 x 45 minute sittings: 08:30 and 09:15am. No more than 3 tables will be in use at any one time, with a maximum of 6 guests seated. • Upon arrival breakfast timeslots will be offered to the guests and they will be encouraged to have the same timeslot each morning. In this way guests will remain 1 metre + apart • The breakfast menu is completed the prior evening by the guests and left on the desk in the hall. All food will be prepared and served to the seated guests • Throughout breakfast, food courses will be prepared and served to the seated guests • When the guests have vacated the room the table will be cleared | <ul style="list-style-type: none"> • In order to comply with social distancing it will be served in the dining room and in the guest lounge • Tables are set out with in excess of 1 metre between them • Tables will be laid each morning and guests will be directed to a specific table which will enable maximum distancing. This table will be allocated to the same guests each morning • The buffet will no longer be served from the dresser. Once guests are | |

| | | | | |
|--|---------------|---|---|--|
| | | <ul style="list-style-type: none"> Any leftover food will be taken to the kitchen and placed in the food waste bin All crockery, glasses and cutlery will be taken to the kitchen and placed into the dishwasher | <p>seated there is no need for movement around the rooms</p> <ul style="list-style-type: none"> The breakfast menu is completed the prior evening by the guests and left on the desk in the hall. All food will be prepared and served to the seated guests The host will wear a face mask Gloves will be worn to clear the tables and load the dishwasher | |
| | Evening Meals | <ul style="list-style-type: none"> The guests will request and choose their evening meal 24 hours ahead Depending on the number of guests dining on any day evening meals are served in the dining room and guest lounge, to enable maximum social distancing Tables will be laid before the guests are seated. The room will be locked when not in use Drinks will be served by the host – if the guests bring their own drink they will be encouraged to clean bottles before placing them on the table Meals will be prepared and served to the seated guests Once the meal is finished and the guests have vacated the room the table will be cleared Any leftover food will be taken to the kitchen and placed in the food waste bin All crockery, glasses and cutlery will be taken to the kitchen and placed into the dishwasher | <ul style="list-style-type: none"> The host will wear a face mask whilst serving Gloves will be worn to clear the tables and load the dishwasher | |
| | Departure | <ul style="list-style-type: none"> When the guests are ready to depart they will meet the host in the hall where payment will be taken All card payments will be processed by the host – the guest will handle their card only Whilst the guest is entering their PIN the host will stand at least 1 metre away from the desk Cash payments will be accepted – the guest has already been asked to provide the exact amount, which will be placed in a tray | <ul style="list-style-type: none"> The card payment machine will be cleaned using an antiviral wipe Once the transaction is completed the guests will be asked to stand back one metre + from the desk and the host will complete the paperwork. Receipt etc will be handed to the guest in an envelope | |

| | | | | |
|--|---|--|---|--|
| | | <p>on the desk</p> <ul style="list-style-type: none"> • Guests details are retained for 18 months | <ul style="list-style-type: none"> • Guest details will be made available to assist in Track & Trace procedures | |
| | Deliveries | <ul style="list-style-type: none"> • All deliveries will be made to the front entrance of the property • Supplies will be left at the door by the driver and the host will then transport the supplies to the ddesignated area | <ul style="list-style-type: none"> • Food wrappings will be wiped down before being stored • Wrappings will be disposed of directly • In the event that delivery personnel needs to access the property they will be requested to follow the hand sanitising process | |
| | Dealing with a guest who is unwell or an infectious outbreak | <ul style="list-style-type: none"> • If a guest becomes unwell during their stay they leave immediately | <ul style="list-style-type: none"> • At the first sign of Covid-19 symptoms the guest is asked to leave immediately • If medical opinion state that the guest should isolate for a period of time the host will take steps to move subsequent bookings from that room to another or seek alternative accommodation. | |
| | Legionella: Risk of infection from standing water in unoccupied rooms | <ul style="list-style-type: none"> • Toilets are flushed and sink/bath/shower taps are run weekly | | |

Gregg Ross

Jacqui Ross