



Covid-19 Risk Assessment for Eden Rise Holiday Barns

Property Name	Eden Rise	Date of Next Review:	Ongoing as required
Date of Assessment	16 th September 2020	Notes:	Risk Assessment will change as per UK government and health authority guidelines.
Assessment Carried out by	Sylvia Mohabir (Manager)		

What are the Hazards?	Who Might Be Harmed and How?	What are we already doing to control the Risk?	What further action do we need to take to control the Risk?	Risk Factor / Urgency		
				H	M	L
Person to person contact during COVID-19 pandemic (host and guest)	Becoming infected with COVID-19 coronavirus and further spreading the infection. <ul style="list-style-type: none"> ▪ Guests ▪ Caretakers/Staff members ▪ Housekeepers/Cleaners ▪ Contractors ▪ Delivery Drivers ▪ Visitors 	Bookings & Guest Care <ul style="list-style-type: none"> • Venue bookings will have a 1/2-day gap between reservations, to allow the building, surfaces, and space to air. This will eliminate any cause for guests from different parties to crossover. • Booking information is sent to guests prior to arrival, no host/guest contact required on checking-in or departure. • Keylock provided at holiday-let entrance, no host/reception required on arrival to meet and greet guests. Guests informed of code prior to arrival. • COVID-19 Safety Protocol provided to guests on booking, to share best health and safety practices and safety guidelines to minimise contact between guests and any staff members. • COVID-19 Safety Protocol sent to guests prior to arrival, to highlight current social distancing rules and restrictions to minimise contact between guests and any staff members. • COVID-19 Safety Protocol sent to guests prior to arrival, to remind event organisers to record the names and telephone numbers of all attendees for 21 days, to be available to the venue for NHS Track and Trace system. • COVID-19 Safety Protocol sent to guests prior to arrival, to remind guests of the use of face covering and recommend usage where appropriate during their booking. 	<ul style="list-style-type: none"> • Consideration of the health of guests prior to their arrival; courtesy check-in with main booker as to the health of all persons of the group before arrival. • Courtesy phone call to guest after arrival to ensure customer satisfaction and to answer any queries, check-in on health of guests. • Regular communication contact between venue and guests, to provide any updates should regulations change that may affect their booking. • Visitors coming onsite that have not been prearranged by a staff member, to be reminded of social distancing and handwashing practices on arrival. Caretakers to handle the situation in a distanced safe manner as appropriate, and visitor should be asked to leave if any guest are resident at the venue. • Group organisers recommended to place social distancing signage in and around the building and site, signage made available by the venue, should their event host large group numbers. • Members of team and visitors to be reminded to wash their hands for 20 seconds on a regular basis (including destination hand washing on arrival) with water and soap and the importance of proper drying with disposable towels. 			X



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		<ul style="list-style-type: none"> • COVID-19 Safety protocol and COVID-19 Risk Assessment posted on company website and visible on Eden Rise bookings page. • Welcome Pack with guest manual, household operating instructions, emergency contact details and emergency procedures provided at the property. Guests can access help and advice during their stay from this source or call the caretaker's mobile number. • Emergency situations involving the property; mobile number of the caretakers and other managing staff have been provided to guests, located in the Welcome Pack onsite and hanging on the entrance hallway pinboard. • Sauna facility and dry changing room has been temporarily closed to guests. • Outside compost toilet has been temporarily closed to guests. • Handwashing and respiratory hygiene guidance communicated to all guests in advance within the written Safety Protocol, provided to guests on booking and available on the Eden Rise website. • Soap dispenser pumps and hand towels provided at all basins within the property. • Signage displayed in and around the holiday-let venue site to assist guests with varying location details (e.g. refuge area), restricted/closed areas, health and safety precautions, and general guidelines for the use of the property. • Stringent cleaning and disinfecting regime in place at the self-catering venue before new guest arrivals, use of disinfectant microbe shields (kills 99.9% virus/germs) sprayed on common areas and surfaces which last up to 30 days. <p>Staff/Worker Care</p> <ul style="list-style-type: none"> • No host/reception required on arrival to meet and greet guests, keylock and code provided to guests online prior to arrival. 	<ul style="list-style-type: none"> • Members of team to be reminded of the importance of social distancing both in the workplace and outside of it, in line with the current government regulations. 			
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		<ul style="list-style-type: none"> • For emergency situations involving the property, mobile number of the caretakers and other managing staff have been provided to guests, located in the Welcome Pack onsite and hanging on the entrance hallway pinboard. No direct contact initially required. • Housekeepers/caretakers have been provided with appropriate PPE (gloves, aprons, and masks) to use when working at the venue. • More than one member of the housekeeping or caretaker team to work at 2m distances or more, working in different areas of the venue to complete their tasks is recommended. • Handwashing and respiratory hygiene guidance communicated to all staff in written Safety Protocol, sent to all members of staff prior to resuming work. • Hand washing facilities with soap and water in place for staff members. • Drying of hands with disposable paper towels while working has been advised. • Gel sanitisers provided in any area where washing facilities are not readily available. • Staff encouraged to protect the skin by applying emollient cream regularly. <p>Venue Area/ Social Distancing</p> <ul style="list-style-type: none"> • Bookings will have a 1/2-day gap to allow no cross over of different guests or housekeeping/caretaking team. • No housekeepers allowed into the venue should any guests be present. External housekeepers will be notified by the caretakers if guests are still on the property grounds, entrance into the venue will only commence once all guests have left the premises. • Household maintenance work ceases until guests leave the venue, unless for an emergency. 				
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		<ul style="list-style-type: none"> • Guests access onsite; main building, garden/terrace areas and the venue's pathways and driveway, access details indicated in the Safety Protocol, provided to guests during/after booking and available on the Eden Rise website. • Surrounding land of the venue property (GFC Yeo Land) is private land with permissive access at the persons own risk and not covered under the Eden Rise COVID-19 risk assessment. • Guests are not permitted around the caretakers living spaces located near the venue, signage in place, and restrictions are detailed in the Safety Protocol sent to guests prior to arrival. • For operational/maintenance issues that are not solvable after checking the Welcome Pack instructions, guest to phone caretakers' mobile number for assistance, number located in the Welcome Pack onsite or at entrance hallway. If not solvable over the phone, guest to remove themselves from the area requiring attention to allow the caretaker to access the space at a safe distance. • Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency). • Guest and Caretakers to keep to safe social distancing guidelines should any external persons require access to the building in case of a building emergency (e.g. mechanical fault or fire alarm activation). Recommended the guests be asked to remain in another side of the property during the visit. <p>Delivery Drivers</p> <ul style="list-style-type: none"> • Deliveries at the premises will leave letters and parcels at the post box located away from the property. Larger deliveries are arranged when the property is not occupied, and instruction for packages to be left outside the main doors to the venue. <p>Mental Health</p>				
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		<ul style="list-style-type: none"> Management will promote mental health and wellbeing awareness to staff during the coronavirus outbreak and will offer whatever support they can to help. 			
Caretaker/staff member not fit for work and infected with COVID-19	Could spread COVID-19 through cleaning/maintenance within the property	<p>Symptoms of Covid-19</p> <ul style="list-style-type: none"> If caretakers/staff members become unwell with a new continuous cough or a high temperature in the workplace, they will be asked to go home and advised to follow the stay at home guidance. If possible (mild symptoms), the employee could work from home if possible. If caretakers/staff members are unwell and have been in contact with someone who has COVID-19, they are advised to seek medical advice and follow the recommended stay at home guidelines. If advised that a member of staff or guest has developed Covid-19 and were recently at our venue premises, the management team of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. Managers to maintain in regular contact with staff members during this time. 	<ul style="list-style-type: none"> Ongoing checks with staff members on their health and wellbeing. 		X
Cleaning regimes not effective/fit for purpose	Contaminated venue and spread of COVID-19	<ul style="list-style-type: none"> All housekeepers are fully inducted before they begin working at the venue, to follow best cleaning practices and shown where appropriate cleaning products are kept. Housekeeping guidelines and COVID-19 cleaning checklist sent to all staff before working, and a copy kept in the work folder onsite. Housekeepers logbook available onsite if there are any cleaning issues, best practices, and maintenance issues. Checked by the caretakers onsite and actioned if required. All cleaning team members are given the correct PPE and instructions on handwashing regimes and their wellbeing. 	<ul style="list-style-type: none"> Guests are requested to leave windows open in the upper rooms before departure. Caretakers onsite to open all external downstairs doors to air out the building before housekeepers enter. 		X



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<p>Incorrect cleaning materials/systems used</p>	<p>Not cleaning or sanitising the property correctly</p>	<ul style="list-style-type: none"> • Cleaning checklist compiled clearly stating what should be cleaned, how it should be cleaned and disinfected within the property. • Microbe shield sprayed on all door handles, toilet handles, light switches and common surfaces that kill 99.9% of germs/viruses and lasts for 30 days. • Cleaning materials are clean and fit for purpose. • Cleaning equipment is PAT tested and fit for purpose and used in the correct way. • Health & safety folder for staff members located at venue, detailing; all cleaning products used and for what purpose, COSHH sheets and their correlating ingredients. • Maintenance schedules for the venue and all risk assessments detailed in the staff folder left onsite at the property. 	<ul style="list-style-type: none"> • Housekeepers to report any unhygienic areas in the Housekeeper Logbook, checked by the caretakers at the property. Action to be taken and new best practices updated in the Housekeepers Cleaning Checklist and Guidelines. 			<p>X</p>
<p>Dealing with a guest who is unwell / infectious or has an outbreak in the property.</p>	<p>The spread of an infectious outbreak</p>	<ul style="list-style-type: none"> • Any guest that falls unwell with COVID-19 symptoms during their stay must get medical advice immediately and let the property know of the situation, removing themselves from the group and returning to their main home will be advised. • Emergency contact details, medical services and nearby doctors/hospitals are written in the Welcome Pack provided at the property for guests to have easy access of this information. • Caretakers/mangers can call/video call the guests to clearly understand the situation and if the guests need to extend their stay and for how long, and if possible. • Medicines, food supplies and extra cleaning materials can be delivered to the outside of the property by other guests' members or caretakers if required. • All used linen is to be placed in black bags by the guests before departure, bags to be left within the property for housekeepers and external laundrette collection. 	<ul style="list-style-type: none"> • Other guests in group advised to seek medical advice and follow the public health procedures set out by the government, for persons who have been in contact with someone with COVID-19 symptoms. 			<p>X</p>



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Incorrectly laundered bedding	Bacteria not killed off properly	<ul style="list-style-type: none"> • Linen and towels to be professional washed at laundrette, pickup and delivery service available, and transported in bags. 	<ul style="list-style-type: none"> • Any linen left behind accidentally will be washed onsite at 60 degrees or more by housekeeping team. 			X
Changeover clean	Contaminated accommodation and spread of COVID 19	<ul style="list-style-type: none"> • Housekeepers/caretakers will not enter the venue until all guests have left the property grounds. • All changeover cleans to be completed once the guests have left the property and grounds. • Housekeepers will acknowledge they are fit for work before their shift begins or inform the managing team if they are unwell. • All PPE (mask, aprons, gloves) are available to housekeepers/staff members onsite. • All housekeeping/maintenance procedures are adhered to as outlined in the Housekeeping Guidelines and COVID-19 Housekeeper Checklist for Cleaning, provided to all housekeeping staff, and left at the property in the staff folder. • Any left property to be placed in bags and removed from the property building for safe storage, kept for a maximum of 1 month. 	<ul style="list-style-type: none"> • Caretakers/Housekeepers that discover a person is still at the property after the departure time will phone the main booker for clarification. • Housekeepers due to clean the property will be notified of the situation and advised not to arrive at work till notified of guest's departure. 			X
Legionella	Infection of Legionella from standing water if the property has been lying empty.	<ul style="list-style-type: none"> • Certain showers, toilets, sinks and kitchen taps have been used regularly during closure by caretakers living onsite near the venue. • Before opening the venue to guests, the whole water system will be flushed for two minutes or more. The kitchen and hand basin taps to run for two minutes or more and let both hot and cold-water pass through. • Shower to be flushed through if not used for two weeks or more, showerheads to be disinfected. All taps that have been unused in two weeks will be run with water for two minutes. • Testing water flushing on infrequent water taps completed every quarter as part of maintenance schedule. 	<ul style="list-style-type: none"> • Property to be monitored on a continuing basis, if any concerns a professional will be brought in to check the water systems. 			X



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		<ul style="list-style-type: none">Water tests completed every two years as required by hospitality venue.				
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Notes on completion	
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