

Covid-19 Risk Assessment: Number 24 Lavenham

No. 24

LAVENHAM

BOUTIQUE HOLIDAY HOME

Address	24 High Street, Lavenham, Sudbury, Suffolk CO10 9FP
Date of Assessment	30/06/2020
Assessment carried out by	Hanna Dale (owner)
Review of assessment	30/09/2020

What are the hazards?	How might guests and owner/staff be harmed	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 to guest, or current to future guest.)	Becoming infected with COVID-19 and further spread the infection	<p>No contact (self-check-in) – keys are left in a secure key box and guests are provided with check-in information ahead of stays.</p> <p>We ensure guests have left before entering the property.</p> <p>If carrying out an interim clean, we ensure guests are not in the property.</p> <p>Individually wrapped tea, coffee, sugar etc will now be in the property.</p> <p>Reporting procedure introduced for guests to use should they become unwell during their stay has been produced.</p>	Wear PPE (gloves, apron, mask) when carrying out interim cleaning and dispose/wash appropriately - put on before entering the property.			Risk

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		Physical welcome basket has been removed. Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency). Books, games, magazines and welcome books have been removed.			
Cleaning regimes not effective / fit for purpose	Contaminated accommodation/spread of COVID-19	Cleaning regime is already very high and checked by the owner. Airbnb feedback backs this up. Government and industry guidance has been studied carefully to ensure that standards are met and implemented. A cleaning plan has been created (this clearly states what should be sanitised and disinfected within the property for example; touch points, door handles, banisters, surfaces, bathrooms.	Wear PPE (gloves, apron, mask) when carrying out interim cleaning and dispose/wash appropriately - put on before entering the property.		Risk
Incorrect / ineffective cleaning materials used	Not cleaning or sanitising the property correctly	A full suite of appropriate cleaning products is already available and used, i.e. antibacterial sprays and wipes, and disinfected.	Stay up to date with the latest guidance and put a cleaning requirement document together,		Risk

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Dealing with a guest who is unwell or infectious outbreak in your property	The spread of an infection outbreak	Terms and conditions now updated to advise policy around becoming unwell during a stay.	<p>Call/email or message the guests to clearly understand the situation and if the guests need to extend their stay and for how long.</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>Deliver clean linen and linen bag for the guests to place used linen in (leave this in the property).</p> <p>Deliver, medicines, food supplies and extra cleaning materials to the outside of the property.</p>	Risk		
Incorrectly laundered bedding	Bacteria not killed off properly	All bedding is already washed and ironed at high temperatures.	No further action required.			Risk
Changeover clean	Contaminated accommodation/spread of COVID-19	<p>All cleaning / maintenance procedures are adhered to.</p> <p>All changeover cleans only completed once the guests have left the property.</p> <p>Buffer days have now been introduced between stays, i.e. guests leave and 11am and the next guest does not</p>	Wear PPE (gloves, apron, mask) when carrying out interim cleaning and dispose/wash appropriately - put on before entering the property.			Risk

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		<p>enter until 3pm the following day.</p> <p>No one is entering the house within 3hrs of someone else being in the property, i.e. when a guest leaves at 11am, cleaning will not start until 2pm.</p> <p>Guests are now asked to empty all bins into the large external bin.</p> <p>Guests are now asked to remove bed linen and towels and place into laundry bags provided.</p>				
Property cleanliness while guests are in the property	Contaminated accommodation/spread of COVID-19	<p>Hand sanitiser is now available by the front door of the property, in addition to soap being at every sink (which was standard practice).</p> <p>Cleaning products are provided for guests to use, including dishwasher tablets so cutlery etc can be washed at high temperatures.</p> <p>Guests are provided with cleaning and hand washing guidance in welcome pack.</p>	Continually review process.		Risk	

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		Hard copy welcome pack (this is now emailed) and guest welcome card is no longer provided.			
Legionella	Infection of Legionella from standing water if the property has been lying empty	The property is regularly inspected when empty, therefore it is unlikely that there would be standing water.	<p>Flush the whole water system for two minutes or more. First flush your toilet, then let the kitchen taps and the hand basin taps run for two minutes or more to let both hot and cold-water pass through.</p> <p>Flush the shower through If your shower has not been used for two weeks or more, disinfect the showerhead. The showerhead should be removed, and the shower run for two minutes. The showerhead should be disinfected before being re-fitted by immersing for at least an hour in any solution designed for cleaning baby feeding bottles (e.g. Milton). Showerheads should be regularly disinfected about four times a year.</p> <p>Finally, let any other taps run for two minutes.</p>		Risk