

Property Name **Cowley House Bed and Breakfast**
 Date of Assessment **18th June 2020**
 Assessment Carried out by **Joan and Peter Reading**

Date of Next Review: **On going**
 Notes:

Hazardous Areas	Risk	Risk Factor	Issues	Actions required to reduce the risk	Risk Factor after actions put in place
		High Medium Low			High Medium Low
Person to person contact in reception, breakfast room, corridors during COVID 19 pandemic	Guests, staff and owners becoming infected with COVID19 and spread of the infection	Medium	<p>Ensure guests are covid free on arrival</p> <p>Transmission of virus between staff and guests</p>	<p>Guest's temperature to be taken and recorded on arrival</p> <p>Minimise contact between individuals by providing PPE for staff.</p> <p>Minimise contact between staff and guests by providing contactless check in and departure. Guests will be given a welcome pack, in individual paper carrier, containing disinfected keys, breakfast menu, local information and contact details on arrival. On departure keys will be disinfected and any paper left discarded.</p> <p>A pre-arrival communication to be sent to guests making clear the extra measures being taken to offer reassurance.</p>	Low

Hazardous Areas	Risk	Risk Factor	Issues	Actions required to reduce the risk	Risk Factor after actions put in place
		High Medium Low			High Medium Low
			<p>Ensure guests and welcome staff understand social distancing guidelines.</p> <p>Transmission of virus to housekeeper from guests' items in bedrooms</p>	<p>Guests to phone owner with any queries rather than attend reception in person. to ensure customer satisfaction and to answer all queries Breakfast to be room service where possible</p> <p>Notices in reception, prearrival communication. Prearrival communication.</p> <p>Rooms will not be services during guests' stay</p> <p>The guests lounge will not be available to guests</p> <p>Bedrooms will be left empty for 48 hours between guests with windows open then cleaned and disinfected using detailed schedule to be completed and signed off by housekeeper for each room</p>	
Housekeepers not fit for work and infected with COVID 19	All persons in the B&B	High	Could spread COVID 19 through cleaning within the property	Daily staff checking system, including temperature check, and documentation	Low
Cleaning regimes not effective / fit for purpose	Contaminated accommodation / spread of COVID 19	High	Staff do not fully understand or follow procedures put in place	Training to ensure housekeepers understand the new risks, including details of social distancing, routes of	Low

Hazardous Areas	Risk	Risk Factor	Issues	Actions required to reduce the risk	Risk Factor after actions put in place
		High Medium Low			High Medium Low
			Not cleaning or sanitising the property correctly	<p>transmission and the importance of handwashing and surface disinfection. Training</p> <p>A clear and detailed cleaning plan produced that housekeeping staff must adhere to and sign for each clean</p> <p>Cleaning standards checked periodically by owners</p> <p>All cleaning team members are given the correct PPE and training on handwashing, PPE disposal and their well being</p> <p>Ornaments, tissue boxed, cotton wool containers etc removed from room. TV controls to be disinfected, placed in a plastic bag and sealed. No magazines or guest information to be kept in bedrooms.</p>	
Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or disinfecting the property correctly		Ensure all cleaning materials are fit for purpose and the being used in the correct way	All surfaces are to be cleaned first, then disinfected. Cleaning materials to have appropriate EN number.	Low

Hazardous Areas	Risk	Risk Factor	Issues	Actions required to reduce the risk	Risk Factor after actions put in place
		High Medium Low			High Medium Low
				<p>Cleaning requirement sheet, clearly stating what should be sanitised within the property for example Touch points, door handles, banisters, surfaces, what should be disinfected, floors, walls</p> <p>Rooms left for 2 days between guests</p>	
Dealing with a guest who is unwell or infectious outbreak in your property	The spread of an infection outbreak	High		UK guests to travel home if possible. Otherwise guests must stay isolated in the B&B	High
Contamination from bed linen, soft furnishings in bedrooms and items in bedrooms	Spread of infection to staff	High	Virus not killed off properly	<p>Soft furnishing e.g. cushions, bedspreads, throws to be removed from room.</p> <p>Bedlinen to remain untouched for 48 hours before removal from bed. Use cotton bedding and wash on a full 60 degree wash cycle or send to laundry. Guests requiring fresh towels during their stay will complete a request form (contained in welcome pack) and leave it with their breakfast tray. Fresh linen will be left outside the bedroom door for the guest</p>	Low

Hazardous Areas	Risk	Risk Factor	Issues	Actions required to reduce the risk	Risk Factor after actions put in place
		High Medium Low			High Medium Low
Breakfasts	Spread of virus between guests or between guests and waitress	High	<p>Keeping safe distance between guests and guests/staff. We are unable to accommodate all guests in the breakfast room and comply with safe distancing</p> <p>Contamination of food with virus</p>	<p>Breakfasts to be served in bedrooms where appropriate. Trays to be taken to rooms at requested times and left outside the room. Guests to leave tray outside the door for later collection</p> <p>Breakfast to be continental, pre-ordered the evening before using order form to be left in reception. All items to be covered and packaged. Where possible individual portions will be used. Individual coffee, tea, salt, pepper and sugar sachets. Paper napkins to be used.</p> <p>Single use items to be used wherever possible.</p>	Low