

Covid-19 Risk Assessment Wartling Place Country House

This Risk Assessment has been carried out following the guidelines on the HSE (Health and Safety Executive) web site www.hse.gov.uk

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East Sussex BN27 1RY Date assessment was carried out: 29th July 2020

POTENTIAL HAZARDS

- Contamination of the site by Host/ Guests who are asymptomatic or who develop symptoms while in situ.
- Transmission of the virus between guests or between guests and contractors/suppliers.
- Cleaner/host not fit for work
- Cleaning regime not effective
- Property cleaning following guest departure and prior to new guests

WHO IS AT RISK OR MAY BE HARMED BY HAZARD

- Other guests on site or with subsequent bookings, particularly the elderly or those with underlying health conditions.
- Cleaning staff and Maintenance Contractors and their immediate families, particularly if they care for relatives who are elderly or have underlying health conditions.
- The wider public locally.

What may be the harm?

- Becoming infected with COVID19 and spreading the infection
- Contaminated accommodation
- Cleaning and sanitising not effective

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ACTIONS TO CONTROL RISK

Anybody who is exhibiting symptoms or who has any reason to believe they may have come into contact with the virus up to 14 days prior to their booking must follow the Government instruction to self-isolate and follow NHS guidelines. Therefore, they should not arrive at the House. This information will be communicated at time of booking and 48 prior to stay to all guests.

Anybody in one of the vulnerable groups identified by the Government should follow the Government advice applicable to them at the time. People can contact us for help and advice about booking prior to making plans to travel.

Contractors who are exhibiting symptoms or who have any reason to believe they may have come into contact with the virus within the previous 14 days should not come to the house and they should follow NHS guidelines.

We have implemented a minimum stay policy of 2 nights or more. Based on past bookings this has the potential to limit the number of guests arriving and departing by approximately 50%

We will have the maximum number of 8 guests at any one time.

We will expect guests to follow guidelines on social distancing.

Relevant PPE will be provided for staff and we will ensure guests are not present during room cleaning.

Ask guests to open room windows before leaving room and rooms will be left empty for a minimum of 30 minutes prior to any cleaning

Any issues needing a maintenance visit to be arranged when guests are not in the property

Provide information prior to and during stay as required

Create a cleaning plan/checklist for staff, details of new cleaning products recorded.

Ensure staff training for use and disposal of PPE and cleaning products .

Use linen bedding and towels supplied and laundered by a professional laundry company (H2o Linen Services, Bexhill ,East Sussex).

All change overs to be completed once guests have departed, with a minimum of one day between next check in wherever possible cleaning and maintenance procedures adhered to and documented Implement any changes to cleaning policy

Guests are advised that there may be restricted opportunities to eat out at this time and they should

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We always strive to maintain extremely high standards of cleanliness at Wartling Place Country House

Under normal conditions we also maintain high standards of sustainability. We recognise that at this time some sustainable practices will need to be compromised.

However, for the duration of the Covid-19 outbreak we have decided to adopt the cleaning practices recommended by Public Health England (PHE) for Cleaning in Non-Healthcare Settings

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(<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>)

As guests may not exhibit symptoms until after they return home, we will treat every clean as if the guests had potentially been infected.

Therefore, we will:

- Use disposable cleaning equipment and/or launder at 60 degrees centigrade or above as detailed in hospitality guidance.
- Clean all surfaces/touch points with Hospital Grade organic anti-viral disinfectant that meets EN 1276/EN 14476, leaving in contact with surfaces for the recommended minimum length of time (5 mins).
- Pay particular attention to frequently touched surfaces such as door handles, door frames and handrails.
- Reduce the amount of soft furnishings provided.
- Use mattress and pillow protectors on bedding. changed between each stay
- Rooms cleaned in line with the cleaning procedure
- Use of protective bags for remote controls
- All public areas will be sanitised regularly during the day

Arrival and departure of guests:

- All guests are assisted on arrival or departure by one of the owners
- On arrival an overview of the measures in place to reduce risk will be explained to guests
- Wherever possible all contact details with guests are collected prior to arrival so there is no need to complete registration details on arrival

- We will avoid entering rooms with guests on arrival
- Wherever possible we will complete the check-out using contactless payment methods

Dining room and breakfast service:

- Guests will be sat at a designated place at a breakfast table for the duration of their stay
- If required we will allocate guests a specific breakfast time to maintain social distancing
- All crockery and cutlery will be washed following service in the dishwasher
- The dining room will be cleaned and disinfected daily following service paying particular attention to high touch points
- Individual bowls of fruit, yogurt, cereal will be provided to reduce touch
- All food and beverages will be served to guests

To protect our cleaning staff:

- All room cleaning will be carried out or supervised by the owner
- Avoid any cleaning if a guest is in the room and ensure it has been ventilated prior to cleaning.
- Provide mask, rubber gloves and an apron, which will be disposed of after each individual room clean to avoid cross contamination
- Limit the number of team members in any room to two at a time.
- Ask guests if they wish their room to be serviced whilst staying with us
- Ask guests to open windows before leaving their room
- All waste will be double bagged.

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There is a delay of at least 24 hours before used linen is collected by the laundry company. Any additional requirements from the laundry company will be implemented.

A guest develops potential symptoms

- Inform us immediately
- Self-isolate
- Follow NHS advice about testing and next steps

This risk assessment will be reviewed as updates are applied until the Government advises that the Covid-19 threat has passed.