

# Risk Assessment

Company name: Yapham Cottages

Assessment carried out by: Martin Rayner

Date of next review: 1/12/21

Date assessment was carried out: 11/10/2021

What are the hazards?	Who might be harmed and how?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
<b>Paying Guests</b> <i>Before Arrival / Arriving</i>					
Guest informs us they have symptoms of / confirmed Covid-19.	Spread of Covid-19 between guests / staff / local population.	Remind guests that government advice for those displaying symptoms of Covid-19 is that they must stay at home and order a <a href="#">PCR test</a> .  <b><i>Guests must inform the cottage manager if they have, or begin to display symptoms of Covid-19.</i></b>	MR to update arrival form.	3/7/21	2/7/21
Guests met at the farmhouse and then given arrival tour.	Spread of Covid-19 between guests / staff.	Prepare an online document to give a virtual arrival tour of the cottage. For guests not online, post a paper version outlining the information in text format.	MR to prepare online document of tour.	30/6/20	30/6/20

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<b><i>During Stay</i></b>					
Interaction between staff and guests – Guests may require maintenance in cottage, need information from staff, general pleasantries.	Spread of Covid-19 between guests / staff.	<p>Remind guests prior to arrival (using arrival form) and during stay (on posters around the site), to observe social distancing.</p> <p>Set up ways for staff and guests to communicate via phone, text message or email in order to avoid face to face interaction.</p> <p>Should essential maintenance be necessary, guests must vacate the property whilst this takes place. Staff to wear appropriate PPE.</p>	<p>MR to add social distancing reminders on arrival form and posters.</p> <p>MR to set up mobile phone.</p> <p>MR to update terms and conditions</p>	30/6/20	30/6/20
Guests invite visitors to meet them on site, or bring them to the site themselves.	Spread of Covid-19 between guests / staff.	Inform guests that only persons in the booked party are permitted on site.	MR to update arrival form.	2/7/20	28/6/20
				4/7/20	10/8/20
				30/6/20	30/6/20

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Guests bringing Covid-19 to the cottage on their hands or coughs / sneezes.	Spread of Covid-19 between guests / staff.	<p>Reminders in cottage to:            Wash hands for 30 seconds with soap and running water,            Clean hands with hand sanitiser when entering cottage,            Catch it, bin it, kill it.</p> <p>Provide extra soap in each cottage.</p> <p>Provide hand sanitiser at entrance inside cottage.</p> <p>Provide tissues and closed bins for their disposal.</p>	MR to create reminder posters  MR to arrange supplies.  MR to arrange supplies.  MR to arrange purchases.	4/7/20  25/6/20  25/6/20  25/6/20	1/7/20  25/6/20  25/6/20  25/6/20

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Guests from different cottages interacting.	Spread of Covid-19 between guests.	<p>Remind guests prior to arrival (using arrival form) and during stay (on posters around the site), to observe social distancing.</p> <p>Remove dustbins and recycling receptacles from individual properties to central location as little risk of contracting Covid-19 from rubbish or recycling.</p> <p>Each cottage provided with a freezer so as not to require use of a shared freezer in utility room.</p> <p>Guests permitted to use tumble dryer and washing machine in utility room as it is not possible to provide these facilities in individual cottages. Guests forewarned that the room is not sanitised between users as this is not feasible. Instead, guests provided with soap and water, hand sanitiser, paper towels and antiviral disinfectant</p>	<p>MR to add social distancing reminders on arrival form and posters.</p> <p>MR to relocate dustbins and recycling containers to car park and nissen hut.</p> <p>MR to purchase small freezer for each cottage.</p> <p>MR to provide soap and water, hand sanitiser, paper towels and antiviral disinfectant</p>	30/6/20    9/9/21    4/7/20    8/10/21	1/7/20    6/9/21    30/6/20    4/10/21

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		antiviral disinfectant spray. Guests advised not to use these facilities at the same time as each other.	spray.		
Guests coming into contact with locals – possibly infecting them or becoming infected themselves.	Spread of Covid-19 between guests / local population.	Remind guests prior to arrival (using arrival form) and during stay (on posters around the site), to observe social distancing.  Provide guests with contact information for local amenities so that they can contact amenities directly regarding opening times and their Covid-19 procedures.  Remind guests to bring their own PPE for when out and about in the locality.	MR to add social distancing reminders on arrival form and posters.  MR to update Where to Eat and Cottage Information guides.  MR to update arrival form.	30/6/20  4/7/20  30/6/20	30/6/20  4/7/20  30/6/20
Dealing with a guest who displays symptoms of / confirmed Covid-19 during their stay.	Spread of Covid-19 between guests / staff / local population.	Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness for self-quarantine.  Prepare guidance outlining what to do if you display symptoms of / confirmed Covid-19,	MR to update terms & conditions.  MR to provide NHS poster,	1/7/20  4/7/20	1/7/20  4/7/20

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		<p>including relevant phone numbers and actions required.</p> <p><b><i>Guests must inform the cottage manager if they have, or begin to display symptoms of Covid-19.</i></b></p> <p>Contact guests to clarify the situation, decide if the guests need to extend their stay, and for how long. All guests in the party to follow self-quarantine rules.</p> <p>Contact Hartland Peninsula Association to find fellow members who might be able to accommodate arriving guests in one of their properties if original booking cannot be fulfilled due to a guest having to self-quarantine in their cottage.</p> <p>Deliver clean linen and black bags for the guests to place used linen in (double bag).</p> <p>All rubbish should be double bagged and stored inside cottage for 72 hours before being thrown out.</p>	<p>“What to do if you fall ill...”</p> <p>MR to set up mobile phone and email system</p> <p>MR to contact HPA members if required.</p> <p>MR to purchase black bags</p> <p>MR to inform guests.</p>	<p>2/7/20</p> <p>4/7/20</p> <p>4/7/20</p> <p>4/7/20</p>	<p>28/6/20</p> <p>30/6/20</p> <p>30/6/20</p> <p>30/6/20</p>

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		<p>Deliver, medicines, food supplies and extra cleaning materials to the outside of the property.</p> <p>Place an emergency body fluid kit in the property for the guest to use in these circumstances</p> <p>Clean any high touch surface areas outside of cottage that may have been touched by the guests.</p>	<p>MR to liaise with guests.</p> <p>MR to purchase cleaning kits</p> <p>MR to instruct staff</p>	<p>4/7/20</p> <p>30/6/20</p> <p>4/7/20</p>	<p>2/7/20</p> <p>18/8/20</p> <p>3/7/20</p>
<b>Departure</b>					
Departure meeting and feedback between property manager and guests, on last day of guests' stay in their cottage.	Spread of Covid-19 between guests / staff.	<p>Set up ways for staff and guests to communicate via phone, text message or email in order to avoid face to face interaction.</p> <p><b><i>Guests must inform the cottage manager if they have, or begin to display symptoms of Covid-19.</i></b></p>	MR to set up mobile phone and app	2/7/20	28/6/20

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Meeting between staff and guests when keys handed back or as cleaning staff arrive.	Spread of Covid-19 between guests / staff.	<p>Guest to leave keys in cottage.</p> <p>Schedule cleaning staff to arrive after guest departure time.</p> <p>Remind staff to observe social distancing.</p>	<p>MR to produce a departure guide, sent to guests before departure day.</p> <p>MR to set staff arrival times.</p> <p>MR to send staff memos.</p>	<p>4/7/20</p> <p>4/7/20</p> <p>4/7/20</p>	<p>1/7/20</p> <p>30/6/20</p> <p>1/7/20</p>
Staff coming into contact with contaminated items left in the cottage when guests depart.	Spread of Covid-19 between guests / staff.	Guests requested to leave windows ajar, empty fridge and freezer, and to ensure all recycling and rubbish is put out prior to departure. A low risk from fabrics so guests asked to leave bed linen in situ.	MR to produce departure guide for guests.	9/8/21	9/8/21

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<b>Staff</b>					
Staff come to work with symptoms of / confirmed case of Covid-19.	Spread of Covid-19 between guests / staff.	<p>Inform staff of symptoms of Covid-19 on Declaration of Fitness to Work form. Form to remind staff to observe social distancing. Staff member to sign declaration each day they arrive for work.</p> <p>Staff displaying symptoms of / confirmed Covid-19, or living in a household where someone else has symptoms, must not come to work. They must follow <a href="#">these rules</a>.</p> <p>If staff member displays symptoms of Covid-19 whilst at work, they must inform the property manager and go home immediately. Clean any high touch surface areas that may have been touched by the staff member.</p> <p>If the property manager displays symptoms of / confirmed Covid-19, then other persons may be delegated to take over tasks. Delegated staff to have all Covid-19 information and documents. Property manager will provide advice / training via digital means.</p>	MR to create Declaration of Fitness to Work form.  MR to inform staff.  MR to inform staff.  MR to advise staff and identify suitable candidates.	4/7/20  4/7/21  4/7/20  30/6/20	3/7/20  2/7/21  3/7/20  2/7/20

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		A Return to Work Assessment must be carried out, to ensure the individual's recovery is clear and they are able to return to work.	MR to inform staff.	4/7/20	3/7/20
Staff come into contact with contaminated surfaces or contaminate surfaces themselves.	Spread of Covid-19 between guests / staff	Promote good hygiene by providing access to soap, running water, and paper towels.  No guests to access utility room if it is in use by staff members.  Ensure staff sanitise hands when arriving for work and after they leave.  Provide hand sanitiser for cleaning staff when working inside cottages.  Provide staff with PPE (gloves and aprons) and enhanced PPE (masks, eye protection, and shoe covers) as appropriate.  Instruct staff to disinfect shared toilet facilities both before and after use.	MR to purchase supplies.  MR to advise guests in Cottage Information folder.  MR to advise staff.  MR to purchase supplies.  MR to purchase supplies.	30/6/20  8/10/21  4/7/21  4/7/20  4/7/20	26/6/20  8/10/21  2/7/21  28/6/20  4/7/20

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		Promote good handwashing techniques, not touching face, using tissues / elbow when coughing / sneezing.	MR to create posters.	4/7/20	30/6/20
Staff spreading / contracting Covid-19 due to lack of awareness of procedures or lack of training.	Spread of Covid-19 between guests / staff.	<p>Staff to be given written copies of Risk Assessment, Declaration of fitness to work form, Social Distancing Guidelines, and Cleaning Protocol (if applicable). Staff to be given opportunity for clarifications and must undertake to follow the procedures given.</p> <p>Demonstrate how to use PPE and how to clean cottages.</p>	<p>MR to prepare documentation for staff.</p> <p>MR to carry out training with staff.</p>	4/7/20	30/6/20
Staff spreading / contracting Covid-19 whilst handling goods and materials.	Spread of Covid-19 between guests / staff.	<p>Staff to wear gloves when handling changeover packs, cleaning materials, or consumables.</p> <p>Each member of staff to have their own bag of cleaning materials, changeover pack, and consumables.</p>	<p>MR to purchase supplies.</p> <p>MR to put relevant items into each bag and top up as required, wearing clean gloves and items from clean storage.</p>	4/7/20	28/6/20

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Contractors working on site spreading / contracting Covid-19, due to lack of awareness of procedures or lack of training.	Spread of Covid-19 between guests / staff / contractors.	All contractors to report to property manager upon arrival.  Request contractors to wash hands upon arrival and departure.  Contractors to observe social distancing and provide their own PPE.  Guests must vacate the property if contractors need to work inside the cottage.	MR to advise contractors.  MR to advise contractors.  MR to advise contractors.  MR to advise contractors.	4/7/20  4/7/20  4/7/20  4/7/20	3/7/20  3/7/20  3/7/20  3/7/20
<b>Cleaning</b>					
Cleaning regimes not effective / fit for purpose for dealing with Covid-19.	Spread of Covid-19 between guests / staff.	Create a cleaning plan that all cleaning staff must adhere to and sign for each clean.  Create a cleaning checklist for staff to follow.	MR to create plan and share with cleaning staff.  MR to create checklist and share with cleaning staff.	4/7/20  4/7/20	3/7/20  30/6/20

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		<p>Ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken.</p> <p>Cleaning standards checked by property manager or external 3rd parties (e.g. accreditation).</p> <p>All cleaning team members are given the correct PPE, training on how to use it correctly, PPE disposal and instructions on handwashing.</p>	<p>MR to carry out initial training and refresher meetings with staff.</p> <p>MR to ensure cleaning staff follow cleaning procedures.</p> <p>MR to prepare documentation and training for staff.</p>	<p>4/7/20</p> <p>11/7/20</p> <p>25/6/20</p>	<p>4/7/20</p> <p>10/7/20</p> <p>25/6/20</p>
Amount of additional cleaning not possible within the departure / arrival timeframe, thus leaving some areas unclean when guests arrive.	Spread of Covid-19 between guests / staff.	<p>Stagger arrival and departure times to create extra cleaning time.</p> <p>Cottage consumable items noted as a low risk of Covid-19 transmission. Paper and cardboard based items can just be topped up. For items stored in plastic containers, the container to be wiped with anti-viral</p>	<p>MR to advise guests on arrival form.</p> <p>MR to identify consumables requiring sanitising.</p>	<p>30/6/20</p> <p>20/8/21</p>	<p>30/6/20</p> <p>16/8/21</p>

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		<p>disinfectant spray.</p> <p>For cottages with a dishwasher, kitchen items identified as needing to be cleaned will be either washed in the dishwasher. If no dishwasher, items to be hand washed.</p> <p>Remove some furniture and items deemed not essential from the cottages, in order to reduce the number of touchable surfaces requiring cleaning.</p>	<p>MR to advise staff.</p> <p>MR to relocate items in the farmhouse.</p>	<p>10/9/21</p> <p>30/6/20</p>	<p>6/9/21</p> <p>26/6/20</p>
Incorrect or ineffective cleaning materials used / Cleaning regimes not recorded, thus leaving surfaces with possible Covid-19.	Spread of Covid-19 between guests / staff.	<p>Create a cleaning plan document and cleaning checklist, clearly stating what should be sanitised within the property.</p> <p>Ensure all cleaning materials are clean and fit for purpose.</p> <p>Put a health &amp; safety file together with all</p>	<p>MR to create plan and checklist to share with cleaning staff.</p> <p>MR to purchase disinfectant cleaner certified to EN14476</p> <p>MR to record</p>	<p>4/7/20</p> <p>25/6/20</p> <p>30/7/20</p>	<p>3/7/20</p> <p>25/6/20</p> <p>10/8/20</p>

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		cleaning products used and for what purpose, COSHH sheets if required, all previous cleaning / maintenance schedules for the accommodation and all risk assessments.	documents altogether in one folder.		

More information on managing risk: [www.hse.gov.uk/simple-health-safety/risk/](http://www.hse.gov.uk/simple-health-safety/risk/)

Published by the Health and Safety Executive 10/19