Victoria Guest House Risk Assessment

Hazards Identified:

- Spread of Covid-19
- Catching of Covid-19

Who at risk:

- Guests of Victoria Guest House
- Visitors to Victoria Guest House
- Staff at Victoria Guest House

Assessed Level Of Risk

Risk Qualification			
Risk Likelihood		**Risk Severity**	
1. Rare 2. Unlikely 3. Possible 4. Likely 5. Almost Certain		1. Insignificant 2. Minor 3. Reportable 4. Serious Incident 5. Death/Major Harm	
Likelihood x Severity = Risk			
1-4 Low Risk	**5-8 Medium Risk**	**9-12 Significant Risk**	**15-25 Major Risk**
Assessed Level Of Risk			
Likelihood = 5	**Severity = 5**	**Risk = 25 - MAJOR RISK**	

What are the Hazards?	Who might be Harmed and How?	What are we doing to control the Risk?	What further action do we need to take to control the risk? (To be completed as identified)	Risk Factor		
				High	Med	Low
Person to person contact during COVID-19 pandemic (Team and guests)	Both parties becoming infected with COVID-19 and spreading the infection	• Clear COVID-19 guidelines are being sent to guests prior to arrival explaining procedures • A social distance method of communication is being introduced to replace face to face interaction and personal interaction where appropriate • Hand sanitisation provided at entry/exit to property and in all public areas • Guests are being asked for arrival times to ensure that these can be staggered to minimise contact • When interacting with guests the 2 metre distance rule will be applied • Breakfast room has been reconfigured to ensure the 2 metre distance rule is adhered to • Breakfast will be in two sittings to minimise risk of infection or be provided to the guest's bedroom door and left outside • Maintenance that is required during a guest's stay will be completed when the guest is out the property • Daily cleans will only take place when the guests have vacated the property • A FAQ document is provided in all rooms	• Have a post stay health questionnaire asking guests to report if they develop symptoms in next 14 days so we can track back to our guests • Provide information to guests on what to do if they develop symptoms or illness during their stay • Health information sent to arriving guests prior to arriving to remind them the importance of ensuring fit to travel and processes if they become sick and must self-isolate, including asking them to take out holiday insurance in case they need to extend to isolate	KM	KM KM	

		- Guests who require assistance during the stay can ring the bell in reception - The guest lounge and communal toilet will be closed until further notice and guests will be asked to use the bathrooms in their bedroom - If a member of staff is required to go to a bedroom they will knock on the door and stand back until guest answers and will maintain 2 metre rules at all times - Additional items required by the guest will be left at their bedroom door - Guests who are paying at the property will be encouraged to use contactless payment where possible				
Staff not fit for work and infected with COVID-19	Could spread COVID-19 through the property	- Staff will be required to take their temperature on a daily basis, and this will be documented and recorded - A back up person is available should staff be unavailable				
Cleaning Regime	Contaminated accommodation/spread of COVID-19	- Cleaning plan has been created for bedrooms/bathrooms which must be adhered to at all times and signed for each clean - Cleaning checklist has been created which will be completed and left in room for transparency - Correct protective clothing will be provided and worn at all times - Handwashing procedures will be followed at all times - The correct procedures for the disposal of protective clothing is				

		clearly documented and must be followed at all times				
		• All linen will be bagged and tied securely to minimise cross infection				
		• A breakfast table will be allocated to each room to prevent cross infection and the breakfast room will be fully sanitised at the end of breakfast sitting				
		• Owner's kitchen to be cleaned frequently between uses and a cleaning schedule has been designed				
		• Frequent touch points have been identified such as door handles, light switches, staircase etc and these will be wiped and disinfected on a regular basis				
		• All cleaning products will be fit for purpose with the EN14675 or EN14476 identification and manufacturing guidelines will be adhered to				
		• Guests will be asked to open their bedroom window prior to departing and 1 hour will be left prior to entering				
		• For guests staying over rooms will be cleaned once the guest has left for the day and they will be asked to ensure room is left clean and tidy for the daily clean to ensure staff do not require to touch any personal belongings				
Infection Prevention and Control Measures	Spread of COVID-19	• Loose leaflets have been removed and are available on request – non returnable				
		• Toys, games, and books removed and available on request and will be sanitised on return where				

		possible. Anything not able to be sanitised will be sealed in a bag and stored for 72 hours • All spare bedding will be removed from bedrooms and be available upon request • Hangers have been replaced so ensure they can be easily disinfected after each guest • A laminated note of the cleaning schedule will be left in each room to reassure guests • Guests will be asked to air their room as much as possible • Extra toiletries will be removed, and a laminated note will be left for guests advising them that items are available on request				
Cleaning regimes not effective / fit for purpose	Contaminated accommodation / spread of COVID 19			• Carry out separate cleaning risk assessment to confirm how to disinfect each surface type and ensure appropriate products/equipment is in property • Confirm cleaning risk assessment with staff. Confirm 3 separate risk factors with staff and how to respond to each level • Finalise guest feedback/cleaning checklist to be left in the property after each turnaround • Ensure cleaning staff are well trained and understand cross contamination and risk of infection • Create a maintenance checklist that all cleaning staff have to sign for on each clean, any issues to be flagged and dealt with before the guest's arrival • All cleaning team members are given the correct PPE and training	**KM** **KM** **KM** **KM/MM/JS** **KM**	**JS**	

			on how to use correctly and instructions on handwashing, PPE disposal and their well being			
Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded	Not cleaning or sanitising the property correctly	There is a Health & safety file with all cleaning products used and for what purpose, with COSHH sheets as required, all previous cleaning / maintenance schedules for the accommodation and all risk assessments	• Put a cleaning requirement document together, clearly stating what should be sanitised within the property • Define all high touch points that must be disinfected on every turnaround – e.g.: door handles, banisters, surfaces, bathrooms • Ensure all cleaning materials are clean and fit for purpose • All changeover cleans can only be completed once the guests have left the property • All PPE is available to cleaner • All cleaning / maintenance procedures are adhered to and documented accordingly Update the Health & Safety File with new risk assessments, protocols, and schedules.	**KM** **KM** **KM** **KM** **KM** **KM**		
Dealing with a guest who is unwell or infectious outbreak in your property	The spread of an infection outbreak		• Place a what to do if you suspect you, as a guest are ill or have an infectious outbreak document in the property including relevant phone numbers and actions required • Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness for self-quarantine – encourage guests to take out travel insurance for this scenario • Be ready to offer support of food, medicine delivery if guest does need to self-isolate. Support packages to be left outside guests' bedroom door	**MM** **KM**		**KM/MM/JS**
Incorrectly laundered bedding	Bacteria not killed off properly		• Confirm laundry protocols with Aberdeen Laundry	**KM**		

Maintenance	Property wear & tear not dealt with quickly due to lack of time between stays.	• Staff asked to report anything noticed as soon as possible • Guests asked after arrival if there are any problems and are kindly requested to report any breakages	• If any faults are reported liaise with Handyman and guests to agree access when guests are out • Ensure handyman follows our protocols with regards to PPE		JS JS	
Gas/Electrical and Fire Safety Checks		• Gas, Electrical and Fire Safety Annual Gas safety Checks completed Regular fire alarm safety checks EICR and PAT tests completed regularly		KM		
Legionella	Infection of Legionella from standing water if the property has been lying empty	• Ensure water at property is not left standing	• For bedrooms that not been used flush the shower through and 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 • Finally, let any other taps run for two minutes.	JS		

With the above control measures in place;

Residual Level Of Risk

Risk Qualification			
Risk Likelihood	**Risk Severity**		
6. Rare 7. Unlikely 8. Possible 9. Likely 10. Almost Certain	6. Insignificant 7. Minor 8. Reportable 9. Serious Incident 10. Death/Major Harm		
Likelihood x Severity = Risk			
1-4 Low Risk	**5-8 Medium Risk**	**9-12 Significant Risk**	**15-25 Major Risk**
Assessed Level Of Risk			
Likelihood = 2	**Severity = 2**	**Risk = 4 - LOW RISK**	

ASSESSMENT CARRIED OUT BY:

Assessment Carried Out By:	
Print: Karen MacDonald	**Position: Owner**
Signed:	**Date: 05/07/2020**