

# Covid-19 Risk Assessment for Guest Accommodation Love Norfolk

Property Name **Magazine Wood Sedgeford Norfolk**  
 Date of Assessment **18/06/2020**  
 Assessment Carried out by **Jonathan Barber**

Date of Next Review: **7/07/20**  
 Notes:

What are the Hazards?	Who Might Be Harmed and How?	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
<b>Person to person contact during COVID 19 pandemic (Host and guest)</b>	Becoming infected with COVID19 and further spread the infection	Health questionnaire sent to arriving guests.  Provide PPE for any welcome staff and ensure guests and welcome staff understand social distancing guidelines.  Provide a pre-arrival/ departure pack for guests explaining procedures.  Self-check with lock boxes and text with appropriate contact numbers Ensure guests are not present during interim cleans  All maintenance issues dealt with centrally and access when guests are not in their rooms.  Ensure all amenities packs are single packaged items	Minimise contact between staff and guests.  Room layouts enable minimum need for guests to physically distance  Have an illness during stay reporting and useful contact numbers in the property  #Have a post stay health questionnaire	X	X	
<b>Cleaner / housekeeper not fit for work and infected with COVID 19</b>	Could spread COVID 19 through cleaning within the property		Create an ongoing checking system and document for staff health / wellbeing		X	
<b>Cleaning regimes not effective / fit for purpose</b>	Contaminated accommodation / spread of COVID 19	Cleaning protocol in place and checked by the housekeeper after each clean.  All staff provided with updated cleaning checklist.  All maintenance issues to be reported in a timely fashion	Staff training in regard to new cleaning protocols and weekly meet to confirm all standards are in place with housekeepers.  Director to check cleaning standards whenever on site.	X		

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		All cleaning team members are given the correct PPE and training on how to use correctly and instructions on handwashing, PPE disposal and their well being on the central board.	Directors to monitor industry guidelines on PPE and ensure we maintain correct stock levels			
<b>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</b>	Not cleaning or sanitising the property correctly	<p>All staff given list of approved cleaning materials and stock levels monitored by managers/housekeepers.</p> <p>All staff provided with detailed new cleaning protocols.</p> <p>Particular attention to Touch points, door handles, banisters, surfaces, bathrooms</p> <p>All equip PAT tested</p>	Ensure all cleaning materials are clean and fit for purpose	X		
				X		
				X		
					X	

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<p><b>Dealing with a guest who is unwell or infectious outbreak in your property</b></p>	<p>The spread of an infection outbreak</p>	<p>What to do if you suspect you as a guest are ill with an infectious outbreak document in the property including relevant phone numbers and actions required</p>	<p>Call the guests to clearly understand the situation and if the guests need to extend their stay and for how long</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> <p>Place an emergency body fluid kit in the property for the guest to use in these circumstances</p>	<p>X</p> <p>X</p>	<p>X</p> <p>X</p>	
<p><b>Incorrectly laundered bedding</b></p>	<p>Bacteria not killed off properly</p>	<p>Campling confirm own protocols on Linen washing.</p>				
<p><b>Changeover clean</b></p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>All changeover cleans can only be completed once the guests have left the property</p> <p>All PPE is available to cleaner</p> <p>All cleaning / maintenance procedures are adhered to and documented accordingly</p>		<p>X</p> <p>X</p> <p>X</p>		
<p><b>Legionella</b></p>	<p>Infection of Legionella from standing water if the property has been lying empty</p>	<p>System flushed by plumber. All showerheads etc disinfected.</p>			<p>X</p>	

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<p>Notes on completion</p>	<p>All managers, staff and where applicable guests have been made aware of our risk assessments in regard to COVID19 protection measures that are in place at our premises.</p>
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