

Covid-19 Risk Assessment for Darley House – A Self-Catered Holiday Let in Derbyshire

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| Property Name | Darley House | Date of Next Review: | 17 May 2021 |
| Date of Assessment | 23 March 2021 | Notes: | Check updates from the government via PASC UK Ltd and Visit England |
| Assessment Carried out by | Lucy Arterton | | |

About Darley House and this Risk Assessment

The safety of our guests, the people who support us with our guest experience and our local community are incredibly important to us. We want everyone's experience of Darley House, in the widest possible sense, to be enjoyable and safe and are working hard to ensure that we follow all government and industry guidelines as they are issued.

We are members of the Professional Association for Self-Caterers (PASC UK Ltd) and this risk assessment is based upon their template adapted to fully reflect Darley House's situation. We are following all their protocols for self-catering properties and short-term holiday lets including: cleaning, cleaning products, PPE and any others that may arise.

We are also signed up to and following the Sawdays – Safe and Clean Charter, The AA COVID Confident accreditation and Visit England "We're Good to Go". We are going over and above the recommended guidance by having the entire premises "fogged", with a fine spray of disinfectant, as is done in medical centres, by Minster Cleaning, when we have guests leaving and arriving the same day.

People and businesses referred to in this risk assessment and abbreviations:

- Molly Maid (MM) - Franchise cleaning company run by Angela Lofthouse in our area doing holiday lets and residential cleans.
- Minster Cleaning (MC) - Office & commercial services cleaning company (including medical centres where they do fogging)
- Hillsprings Laundry (HL) - Commercial laundry service company
- Lucy Arterton (LA) - Owner who manages each step of the guest experience from enquiries to post stay reviews.
- Client Experience Team (CET) – on-site organisation, maintenance, guest liaison and gardening etc

A copy of our risk assessment has been sent to all of the above. This risk assessment will be updated as guidance changes and an email will be sent to the relevant people where there is any impact or change to their role.

We display an up to date version of this Risk Assessment on our website.

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| 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 | | |
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| | | | | High | Med | Low |
| <p>1a. Person to person contact during COVID 19 pandemic (Host and guest and cleaners and maintenance people)</p> | <p>Becoming infected with COVID19 and further spread the infection</p> | <p>All host to guest contact is remote:</p> <ul style="list-style-type: none"> • Our guests let themselves in by key box. We send detailed information on facilities and what to do on arrival and speak to all guests by phone before arrival. • We have a list of useful contact numbers in the property and are available by phone to answer any queries during our guests stay. This minimises the need for onsite visits. <p>Only single use items now supplied to guests.</p> <p>Visitor information and guest book have been removed and we are referring guests to our website and sending regular updates on what is open in the area. We also have a digital welcome book on an app – Touch Stay.</p> <p>All throws have been removed.</p> <p>Guests are requested to strip their own beds and bag their linen and leave rooms ventilated.</p> <p>Molly Maid staff do not enter the premises until all guests have left.</p> <p>There is hand sanitiser outside the house and in the kitchen and entrance hall.</p> | <p>Continue to minimise contact between the two parties.</p> <p>Any maintenance visits will be arranged when guests are out of the property where possible (unless an emergency) and preferably between guest stays. If entering Darley House within 72 hrs wear a mask and clean gloves.</p> <p>Molly Maid to continue practice of not entering the premises until guests have left.</p> | | | X |

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| | | <p>Guests will be reminded of the tried and tested hand washing for 2 mins, not touching face, coughing into arm crook etc. before their stay.</p> <p>There are paper towel dispensers in the kitchen and downstairs bathroom with pedal bins to contain the waste and stop need to share hand towels. These could also be used for drying kitchen items.</p> <p>There is a disinfectant certified for EN14476 for guests to use during their stay.</p> <p>Children’s toys have been removed. We have a book and game quarantine box. Table tennis bats and balls are left out and will be disinfected via the fogging which is done at back to back cleans as are the badminton racquets and net. We are advising guests to wipe down the croquet set before use with disinfectant spray provided.</p> <p>Crockery, cutlery, mugs, glasses and reduced to a minimum (16 of each) most of it to fit into the two dishwashers so it can be sterilised between guest stays. Anything not in the dishwasher should be washed by guests prior to use.</p> <p>Guests are requested to put all crockery, cutlery and glasses on to wash in the two dishwashers to be left for the next guests who may wish to run it through again, when there is a change over on the same day.</p> <p>Guests are requested to put any Darley House books or games etc used during their stay in the quarantine basket in the entrance hall. Molly Maid put these aside and return at a later date.</p> | | | | |
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| <p>1 b. Person to person contact during COVID 19 pandemic (Only applicable if more than one household plus their permitted bubble are staying)</p> | <p>Virus spreads between different family group members staying together at Darley House.</p> | <p>All of the points in 1a. Still apply. For social distancing of individuals or households staying:</p> <ul style="list-style-type: none"> • Guests will be advised not to put people from different households in the same bedroom. We have six bedrooms and can hence accommodate 6 individuals in different bedrooms. • If 6 people from different households are staying it is possible to sit 1m+ apart around the kitchen table which is 1.25m wide by 3m long. • Separate sitting areas can be used for each household - living room, panelled TV room and entrance hall. Or individuals can be seated 1m+ apart in the main living room/s. • There is significant outside space for 6 guests to be together but socially distanced. • Guests will be advised to ventilate rooms. | | | | X |
| <p>3. Cleaner / housekeeper not fit for work and infected with COVID 19</p> | <p>Could spread COVID 19 through cleaning within the property</p> | <p>Molly Maid (our cleaning company) have strict protocols in place on staff PPE and fitness for work which are set out in their HomeSafe Cleaning processes which can be seen by clicking here.</p> <p>“Fogging”, referred to above, of the premises when back-to-back cleans will be done after MM have cleaned.</p> | | | | X |

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| <p>4. Cleaning regimes not effective / fit for purpose</p> | <p>Contaminated accommodation / spread of COVID 19</p> | <p>We have a COVID-19 cleaning plan for Darley House. Angela Lofthouse (head of MM) has trained the team to ensure knowledge, clear understanding, and skills of every task. She undertook the first two deeper cleans in July 2020 with the team and is briefing any new staff thoroughly.</p> <p>We are using the PASC cleaning checklist adapted for Darley House. The cleaning team signs this after each clean and leaves it in the entrance hall for transparency.</p> <p>We have created a maintenance checklist that is attached to the cleaning checklist. Cleaning staff have to list and sign off any issues to be flagged and dealt with before the guests arrival. Photo of this list to be sent to Lucy Arterton (owner) by MM.</p> <p>Darley House is quality checked by Angela Lofthouse, head of Molly Maids after each clean. Any points are fed-back to the staff. Angela checks that the cleaning checklist has been fully completed, signed off and is on display in the entrance hall.</p> <p>Minster cleaning and Molly Maid are both reputable companies following government COVID-19 protocols. Lucy has spoken to the heads of these companies in depth about Darley House requirements.</p> <p>All MM 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.</p> <p>Pillows and quilts will be rotated between guests when there is a back-to-back clean. If this is not possible clean</p> | <p>On-going - Angela (Head of Molly Maid) to ensure knowledge, clear understanding, and skills of every task undertaken by MM staff to reflect this risk assessment, feedback from her quality control reviews and any government protocol developments.</p> | | | <p>X</p> |
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| | | <p>pillow and mattress protectors will be used and quilts sprayed with tea tree oil.</p> <p>Where there are back-to-back cleans Minster Cleaning will undertake fogging. A fine mist of Steri-7 is sprayed into rooms and reaches all areas such as floors, walls, soft furnishing, curtains etc.</p> | | | | |
| <p>5. Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</p> | <p>Not cleaning or sanitising the property correctly</p> | <p>Molly Maids have a cleaning product called Xtra protect that meets cleaning protocols (certified for EN14476)</p> <p>Our cleaning requirement document (part of the cleaning plan), clearly states what should be sanitised such as touch points, door handles, banisters, surfaces, bathrooms</p> <p>Molly Maid assurances include that their cleaning materials are clean and fit for purpose.</p> <p>Molly Maid ensures that all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way.</p> <p>Molly Maid has a health & safety file together with all cleaning products used and for what purpose, COSHH sheets if required, all previous cleaning / maintenance schedules for Darley House and all risk assessments.</p> | | | | <p>X</p> |

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| <p>6. Dealing with a guest who is unwell or an infectious outbreak at Darley House</p> | <p>The spread of an infection outbreak spreading to the cleaning team, host, next guests or anyone else.</p> | <p>Guests showing signs of C-19 are required to go for a test. This can be arranged on the NHS website. The result of this test must be shown to the owner. If positive then the guest must immediately leave if this is reasonably possible. If for any reason it is not possible, and self-isolation is required to take place at Darley House, then all loss of income for all bookings affected by this self-isolation will be borne by the guest.</p> <p>We are requesting name, telephone number and email address of all guests in advance of arrival in case this is needed by the NHS for track and trace.</p> <p>We are also displaying the NHS Track and Trace App Venue check-in QR code at the entrance and asking staff, guests and anyone entering the premises to check-in.</p> <p>There is information at Darley House in several places covering what to do if a guest suspects they are ill or there is an infectious outbreak in the property. It includes contact phone numbers and actions required. It is also sent to guests in advance in our Guest Charter.</p> <p>Our local support team and contact for guests at Darley House, has been briefed on what to do in this situation including:</p> <ul style="list-style-type: none"> • Request MM or Hillspring Laundry to deliver clean linen and linen bag for the guests to place used linen in (which should then be left in the property) • Deliver, medicines, food supplies and extra cleaning materials to the outside of the property <p>We have an emergency body fluid kit in the property for the guest to use in these circumstances.</p> | <p>If this situation arises the Darley House Client Experience Team (CET) who are listed as contacts are to respond to any calls from guests who are unwell to clearly understand the situation and if the guests need to extend their stay and for how long and to explain how we will support them during this time.</p> <p>Ensure all relevant people are notified – Molly Maid, Hillspring, other CET members</p> | | | <p>X</p> |
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| | | The property will be fogged after any guests with symptoms have left the property thereby preventing the spread of the virus to any staff or new guests. | | | | |
| 7. Incorrectly laundered bedding | <p>Bacteria not killed off properly risking passing the virus on to the next guests.</p> <p>Infected bedding from guests being passed to the cleaning or laundry teams.</p> | <p>Darley House bedding and linen is laundered by Hillsprings Laundry, a well-established laundry company, which is following government and industry protocols. LA has a copy of their protocols, which are available on request.</p> <p>We have three sets of laundry so there is never an immediate return of linen from previous guests.</p> <p>Hillsprings wash cotton/ linen bedding on a full 60-degree wash cycle.</p> <p>Guests are asked to strip their own beds and load their own linen and towels into the laundry bags.</p> <p>Only beds being used by guests will be made up. Spare bedding will be put in protective bags and used for next guests.</p> <p>Pillows and quilts will be rotated between guests when there is a back-to-back clean. If this is not possible clean pillow and mattress protectors will be used and quilts sprayed with tea tree oil.</p> | Notify Hillsprings laundry and Molly Maid if any guest become unwell whilst at the premises. | | | X |
| 8. Changeover clean | Contaminated accommodation / spread of COVID 19 | <p>Angela Lofthouse (Molly Maid) has confirmed that changeover cleans can only be completed when:</p> <ul style="list-style-type: none"> • The guests have left the property (we have made departure time 30 mins earlier, 9.30am) • Cleaner has filled out the fit for work document • All PPE is available to cleaner | | | | X |

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| | | <ul style="list-style-type: none"> All cleaning / maintenance procedures are adhered to and documented accordingly <p>Molly Maid will alert us if any staff become symptomatic after they have cleaned Darley House.</p> <p>Even if staff do become unwell fogging after the clean or having 72hrs between guests makes this risk very low.</p> <p>Fogging will be used through out the house when there is a back-to-back changeover.</p> <p>No one to enter the house between fogging and guest arrival unless in an emergency.</p> <p>No one to enter house 72 hrs before guest arrival when no fogging except in an emergency.</p> | | | | |
| 9. Legionella | Infection of Legionella from standing water if the property has been lying empty | If the house is left empty the risk is managed as follows: <ul style="list-style-type: none"> Run water from both hot and cold supplies through the shower hoses and showerheads for two minutes. To ensure no spray escapes from the showerhead, run it through a bucket of water or full bath. If the house has not been used for two weeks or more, disinfect the showerheads. 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. Water temperature is set at 50 degrees (legionella thrives between 20 – 45%) | Lucy to notify Darley House on site Client Experience Team when there is a gap of two weeks or more to undertake procedures listed. | | | X |

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| | | <ul style="list-style-type: none">• Flush the whole water system for two minutes or more. First flush all toilets, then let the kitchen taps and the hand basin taps run for two minutes or more to let both hot and cold water pass through. Next, flush the shower through as described above. Finally, let any other taps run for two minutes. <p>The above is based on guidance on reducing the risk from Legionella is from PASC UK Ltd</p> <p>NB. The water temperature is set to 60 degrees when the property is closed.</p> | | | | |
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Notes on completion

This risk assessment has been completed by Lucy Arterton who has liaised in depth with Molly Maid, Minster Cleaning, Hillspring Laundry and sent to all client experience team.