



THE OLD POST OFFICE

RISK ASSESSMENT

Carried out by: Nicola Crewe-Read
Date carried out: 23 June 2020

Review date:

WHAT ARE THE HAZARDS?

WHO MIGHT BE HARMED AND HOW?

EXISTING CONTROLS

FURTHER ACTION REQUIRED

Pre-guest arrival

Becoming infected with Covid-19 and further spread of infection (Hosts and guests)

Requirements for safe travel and stay to be included in booking confirmation email.

Ensure guests are emailed 14 days prior to arrival date to request Covid requirements. If a guest's temperature is above 37.8°C, they must not visit The Old Post Office Bed and Breakfast.

We are requesting that guests check their temperature before departing their principal residence.

Changes to day to day operations (to manage expectations).

Guest rooms and all public touch points disinfected. Disinfectant tested to BS EN 14476, BS EN 1276 and BS EN 13697. Where appropriate, all hard surfaces and soft furnishing steam cleaned at 2200W and 4.2 bar pressure.

THE OLD POST OFFICE, ADLESTROP: BED AND BREAKFAST RISK ASSESSMENT

WHAT ARE THE HAZARDS?	WHO MIGHT BE HARMED AND HOW?	EXISTING CONTROLS	FURTHER ACTION REQUIRED
Guest 'meet and greet' (on guest arrival, the host greets the guest in the drive)	Becoming infected with Covid-19 and further spread of infection (Hosts and guests)	All single use sachets/tissues removed and replaced and hospitality tray, including kettle & coffee machine, disinfected. Hairdryer, tv remote control and all light switches, door handles and curtain/blind pulls disinfected. Follow up text to guest on day of arrival with link to virtual guest information page on our website.	If the guest's temperature exceeds 37.8c, they will be refused entry to the house.
		Hand sanitiser provided in guest entrance hall	
		Explain that only 2 hosts present to minimise risk - no staff	
		Verbally reiterate social distancing measures inc breakfast, garden, movement and checkout.	
		Room key disinfected and left in guest room	

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All door handles disinfected prior to guests arriving and guest entrance door left open for guest to enter

Guests' shown to guest bedroom observing 2 metre distancing where possible wearing face covering and gloves

If two sets of guests' arrive simultaneously, a staggered approach to check-in will be undertaken

Short introduction to the room, facilities and how breakfast and entry to house will work.

Welcome tea

Becoming infected with Covid-19 and further spread of infection (Hosts and guests)

Once you have been shown your room, we will offer tea and cake for you in the garden or at appropriately distanced tables in the dining room.

Crockery from tea service will be washed at more than 60°C in the dishwasher and trays disinfected before and after use.

THE OLD POST OFFICE, ADLESTROP: BED AND BREAKFAST RISK ASSESSMENT

WHAT ARE THE HAZARDS?

Breakfast

WHO MIGHT BE HARMED AND HOW?

Becoming infected with Covid-19 and further spread of infection (Hosts and guests)

EXISTING CONTROLS

Two socially distanced tables in the dining room. Cotton table cloths and napkins will be washed at a minimum of 60°C if dirty or removed and replaced with clean for next booking. Tables and chairs steam cleaned for next booking.

FURTHER ACTION REQUIRED

Review guests for symptoms of Covid-19.

Ventilate breakfast room as much as possible, depending on the weather/temperature.

Pre-ordered full breakfast will be offered in the dining room on separate tables. Individual condiments/jams/muesli/granola to be provided on each table. Containers to be washed at minimum of 60°C for next guests. Breakfast tables will be laid as guests come to the table and cleared. The same tray will be used to remove cutlery and crockery and before the service of a cooked breakfast. Trays will be sanitised after use. Each table will have its own tray.

If a guest is displaying signs of the COVID-19 virus while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have COVID-19, they should return home if they reasonably can. They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.

Host will serve cooked breakfast in mask and nitrile gloves.

All jam jars, condiment bottles, etc will be sanitised for new guests.

THE OLD POST OFFICE, ADLESTROP: BED AND BREAKFAST RISK ASSESSMENT

WHAT ARE THE HAZARDS?	WHO MIGHT BE HARMED AND HOW?	EXISTING CONTROLS	FURTHER ACTION REQUIRED
Housekeeping	Becoming infected with Covid-19 and further spread of infection (Hosts)	<p>All breakfast items - cutlery, plates, mugs, glasses, serving bowls - to be washed at a minimum of 60°C in the dishwasher.</p> <p>Dining room hard surfaces - table, any unused utensils, door handles, light switches - will be disinfected after the last guest has finished breakfast and has left the room. Chairs will be disinfected with Dettol All in One disinfectant spray (for soft furnishings) or steam cleaned.</p>	<p>If dishwasher breaks down, items will be disinfected with disinfectant BS EN 1276/BS EN 13697 and then washed in hot soapy water.</p>
		Housekeeping will not involve making beds or tidying room	<p>If dishwasher breaks down, items will be disinfected with disinfectant BS EN 1276/BS EN 13697 and then washed in hot soapy water.</p>
		Housekeeping will include steam cleaning basin, bath and shower in bathroom but guests' personal items will not be touched. Toilet cleaner will be provided for guest use.	
		Ventilate naturally.	

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		Hospitality tray will be removed and items washed at minimum 60°C	
		Stocks replenished as required	
		No guests personal items will be touched/moved	
		Bin waste will be double bagged and will be put into general waste	
		At the end of housekeeping door handles inside and out will be disinfected	
		Use of outdoor/garden space encouraged.	
		Hosts adhere to social distancing measures with guests at all time, save for serving breakfast.	
		Appropriate PPE used by hosts during cleaning and during interaction with guests, if required.	
Use of stairs and landing areas by both guests and hosts	Becoming infected with Covid-19 and further spread of infection (Hosts and guests)	Regular clean of the stairs. Bannister rails sanitised through the day.	
		Bedroom door handles facing onto landing sanitised through the day.	

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WHAT ARE THE HAZARDS?	WHO MIGHT BE HARMED AND HOW?	EXISTING CONTROLS	FURTHER ACTION REQUIRED
Guest payments	Becoming infected with Covid-19 and further spread of infection (Hosts and guests)	<p>Guests asked to give priority to those ascending the stairs and to social distance.</p> <p>Guests requested to sanitise hands prior to entering the dining room.</p>	<p>If guest card transaction does not work, guest will be required to make payment by online transfer to host's bank account. Bank account details will be provided by guest digital messaging software. If a guest is unable to make an online transfer, guest will be asked to place cash in a sealed envelope. The envelope will then be quarantined for a minimum of 72 hours</p>
Guest departure	Becoming infected with Covid-19 and further spread of infection (Hosts and guests)	<p>Verbal reminder at checkout re left property. Advise unable to retain and return.</p> <p>All linen, towels, robes, even if unused, will be removed in a dedicated linen bag for washing washed on-site at a minimum of 60°C or sent to our external laundry company</p> <p>All items such as tea bags, coffee sachets, tissues etc will be removed and placed in quarantine for a minimum of 72 hours</p>	

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FURTHER ACTION REQUIRED

Deep clean and disinfection of entire room (all hard surfaces will be double disinfected with appropriate disinfectant EN1276/EN13972 or Dettol Multisurface All-in-One disinfectant spray (for soft furnishings), items such as TV remote control, hairdryer, kettle and coffee machine will be wiped down with disinfectant wipes (NHS approved). Curtain and blind pulls, door handles, light switches, etc to be sprayed with Dettol All in One disinfectant spray. Soft furnishings to be steam cleaned as standard.

Bathrooms steam cleaned at each changeover.

Bathroom toiletries must be cleaned and disinfected thoroughly as the room is being cleaned.

PPE will be worn at all times during room disinfection and cleaning regimes

Room keys will be disinfected with Dettol Multisurface All-in-One disinfectant spray and left in the guest bedroom for next guests arrival

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WHAT ARE THE HAZARDS?	WHO MIGHT BE HARMED AND HOW?	EXISTING CONTROLS	FURTHER ACTION REQUIRED
External garden furniture	Becoming infected with Covid-19 and further spread of infection (Hosts and guests)	All PPE used in cleaning regime will be disposed of and double bagged, ready to be put into general waste Beds will be made up with clean uncontaminated linen wearing new PPE. Bed heads will be steamcleaned and disinfected with Dettol All in One disinfectant for soft furnishings. Guest supplies replenished wearing PPE.	All chairs and tables will be disinfected daily and after guest usage at a minimum. Any items in the table 'cube' that are used by guests will be washed in the dishwasher at a minimum of 60°C and returned to the table 'cube'.
Books, magazines, visitor leaflets, maps	Becoming infected with Covid-19 and further spread of infection (Hosts and guests)	We will be unable to offer these amenities during this pandemic. They will be reintroduced in due course.	
Hand sanitiser and hand washing	Becoming infected with Covid-19 and further spread of infection (Hosts and guests)	Verbally reiterate the availability of hand sanitiser (small portable bottle in guest room for their personal use and removal on departure)	

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WHAT ARE THE HAZARDS?
Laundry Procedures

WHO MIGHT BE HARMED AND HOW?

Becoming infected with Covid-19 and further spread of infection (Hosts)

EXISTING CONTROLS

Minimise contact with used bed linen and towels.

FURTHER ACTION REQUIRED

Use correct PPE when stripping beds.

Have the linen bag ready for the linen from that room lightly secured.

Do not place used linen on the floor in the bedroom or corridor.

Keep dirty and clean linen separate.