

Property Name: Triscombe Farm Country Cottages

Date of Assessment: 9<sup>th</sup> July 2020

Assessment Carried out by: Ruth and Rebekah Brinkley

Date of Next Review: 9<sup>th</sup> October 2020 (3 months from previous assessment)

Notes: May be brought forward subject to change in Government Guidelines.

What are the Hazards?	Who might be harmed?	What are you already doing to control the risk?	Further Actions needed	By whom	By when	Comments/Risk <b>HIGH RISK</b> <b>MEDIUM RISK</b> <b>LOW RISK</b>
<p><b>Person to person contact during COVID 19 pandemic (Host and guest, and between different family groups on site)</b></p>	<p>Owners on site/management and arriving guests.</p> <p>Consequence: Becoming infected with COVID19 and further spread the infection</p>	<p>The accommodation is closed until it is Covid-secure, risk assessments are completed and we are an accredited holiday destination.</p>	<p>Welcoming email to be sent to arriving customers on booking with the following information:</p> <ul style="list-style-type: none"> <li>• Details of the accommodation they have booked by enclosing a link to our webpages with arrival/cottage/local information to reduce the need for a personal check-in and contact during their stay</li> <li>• Asking them not to travel if feeling unwell and to take their temperature before leaving home and advising that we will be taking their temperature on arrival with staff wearing PPE.</li> <li>• Information of what to do if they are unable to travel due to Covid symptoms/local lockdowns/being asked to self isolate by a Government contact tracer</li> <li>• Tell guests what they need to do if they feel unwell during their stay.</li> <li>• Let them know of any changes to amenities/processes as a result of Covid.</li> </ul>	<p>Ruth and Becky</p>	<p>Friday 10<sup>th</sup> July onwards</p>	<p>Agency bookings may not allow flexibility with bookings so guests may still travel when unwell.</p> <p>If guests do not have an email address for information to sent to or access to the internet (mainly older guests). In this case, we would provide a hard copy of all information by post.</p>

	Owners on site/management and guests.		Development of private webpages for guests which will include arrival, cottage and local information as well as Covid specific info such as an 'illness during stay' reporting and useful contact numbers.	Becky	Friday 10 <sup>th</sup> July	Will be completed by Friday 10 <sup>th</sup> July, reviewed weekly and updated as necessary.
	Management and guests	Keys will be left in the inside of cottage doors and cottages left unlocked for guest arrival.	Contact-less check in. Guests will be required to telephone us from outside the farmhouse front door on arrival so we can take their temperatures on arrival. If anyone in the group has a high temperature on arrival, they will be required to book a test immediately and to isolate in the accommodation until they receive the results.  Keys for swimming pool and games room will be removed until these facilities can reopen (earliest 25 <sup>th</sup> July 2020).	Ruth and Becky	Ongoing	Already in place
	Management and all guests on site. Visitors to the farm.	2m upright Social Distancing sign on site, reinforcing the same message between ourselves and the local community.	Minimise contact between ourselves and guests throughout the stay and always maintain 2m social distancing, ideally outside. Cottage welcome gifts with covid-secure packaging and welcome refreshments will be left on kitchen tables as disposable sachets within covid-secure jars. These will be removed after departure and quarantined. Incoming guests will receive pre-prepared welcome refreshments packaged 7 days before arrival. Maintain distance between guests. Other signage around site on order.	Ruth and Becky	Ongoing	Each cottage has its own private entrance and outdoor seating area with space so risk of guests being in close contact with each other is low
	Management, guests on site, other staff on site, wider community, visitors to site.		Now a condition of booking that all guests are required to bring with them and carry on their person at all times on site and within the community a face mask and hand sanitiser.	Ruth and Becky	Ongoing	Guests forget or do not feel it is necessary.
	Management, guests with maintenance issue, staff member who enters cottage to repair issue.	Appliance checklist for changeovers.	Before guests arrival and during changeover all appliances, lighting etc will be checked to ensure it is in full working order. Should any maintenance issues occur during a guests' stay, access will be arranged with the guest for when they are out of the property. PPE will be worn by the member of staff carrying out the repair.	Ruth and Becky	Ongoing	Maintenance issues will be dealt with in the normal way, with the addition of ensuring covid security for all people concerned through the use of PPE.

	Arriving guests		All items provided for guests are single packaged and covid-secure. Toilet rolls will no longer be provided in place due to being an absorbent and porous material. Pre-prepared covid-secure toilet roll will be part of the welcome pack and guests will need to provide sufficient for the remainder of their stay.	Ruth	Monday 6 <sup>th</sup> July <b>Complete</b>	
	Management, guests on site, wider community		Social distancing notices at the farmhouse front door with instructions of how to contact the management team, 2m social distancing pavement sign on site. Additional signage relating to covid-19 on the games room door, swimming pool door and washing machine/tumble dryer facility.	Ruth via Active Signs	Friday 10 <sup>th</sup> July	Active signs are very busy and there may be a slight delay in sign printing and delivery. Temporary notices are in place until official signage arrives.
	All on site		Manage the use of shared spaces to ensure equipment is thoroughly cleaned between guests. Details below			
	Management, all guests on site, maintenance team, wider community.		<u>Games room.</u> Remove Table Football and Pool Table as extremely difficult to sanitise these consistently. Table Tennis remains and we provide spray cleaner and paper towels and ask guests to wipe down equipment before and after use. Also ask them to bring their own bats and balls if they would like to. Provide hand sanitiser at entrance and advise guests to use the disinfectant supplied by us in the holiday cottage to wipe down door handles. <b>This will only apply once this facility is able to be reopened following updated Government Guidance. Earliest 25<sup>th</sup> July 2020.</b>  <b>Weather permitting the table tennis table will be available for guest use with their own equipment (bats and balls) outside under a gazebo. Hand sanitiser and paper towels available on a side table.</b>	Ruth and Becky	Friday 10 <sup>th</sup> July	Medium risk if guests do not use hand sanitiser and disinfectant provided indoors.  Risk level to be reassessed depending on Government Guidance on reopening.  Low risk as outdoors and not in an enclosed area, so well ventilated. Low risk if guests use their own equipment and only available on a pre-booked rota basis to one household at a time.

	Management, all guests on site, staff member responsible for checking pool chemical levels, wider community.	<p>Guests must remove their outdoor footwear on entry. All toys have been removed. Temperature of water, pH and other chemical levels are monitored and recorded daily.</p> <p>Pool is backwashed regularly.</p> <p>Mop and buckets provided in each changing room and guests requesting to leave facilities clean and tidy on departure.</p> <p>Facilities cleaned regularly and more than once daily during peak times.</p> <p>The pool is kept securely locked. No children allowed under the age of 18 without a responsible adult.</p>	<p><u>Swimming Pool.</u></p> <p>Changing rooms and toilet in Swimming Pool closed as guests are able to access these facilities in their cottage.</p> <p>The number of tables and chairs in the viewing area have been reduced to one table and two chairs. Hand sanitiser is provided in the swimming pool viewing area on a washstand.</p> <p>The pool will be used on a pre-booked rota basis to reduce the risk of more than one family group using the facility. The cover will be removed by staff to reduce touch points for guests.</p> <p><b>This will only apply once this facility is able to be reopened following updated Government Guidance. Earliest 25<sup>th</sup> July 2020.</b></p>	Ruth and Becky	Monday 6 <sup>th</sup> July	<p>Currently Closed</p> <p>Risk level will be reassessed depending on Government Guidance on reopening.</p>
	Guests using outdoor seating area, staff cleaning on changeovers, wider community.		<p>Outside seating area designated to each cottage. Wiped down by staff with viral disinfectant between changeovers. Encourage guests to use the viral disinfectant provided by us within their cottage each time they use the outdoor seating.</p>	Ruth and Becky	Ongoing	Low risk as outside and one designated table per family.
	Guests using BBQ areas, staff cleaning them, wider community.		<p>Designated BBQ areas are available. Guests may only use their own disposable BBQ. Check and clean BBQ areas each morning. Booking system for the BBQ areas in the garden to ensure only one cottage uses the BBQ between cleaning.</p>	Ruth and Becky	Ongoing	Guests deciding to use the BBQ without prior booking on the same day as other guests.
	Guests opening gates, farmers who also use gates, wider community.		<p>Farm Gates.</p> <p>Until designated pathways or a vaccine is available to the wider population, the farm will be closed to guests due to gates being high touch points.</p> <p>Guests will be encouraged to enjoy the beauty of the countryside in public areas within Exmoor National Park or within a short drive away.</p>	Ruth and Becky	Friday 10 <sup>th</sup> July	Guests decide to walk around farm despite the farm being closed.
<b>Cleaner / housekeeper not fit for work and infected with COVID 19</b>	Arriving guests, other members of the cleaning team, management team, other members of staff, the wider community.		<p>When reopening the cleaning and housekeeping will only be done by Ruth, Becky and family already on site wearing PPE.</p> <p>Create an ongoing checking system and document for staff health / wellbeing.</p> <p>Take temperatures on arrival at work.</p>	Ruth and Becky	Monday 13 <sup>th</sup> July	Ensure that the cleaners understand that they cannot come to work if they are feeling unwell.

	Consequence: Could spread COVID 19 through cleaning within the property		Contact details taken and retained for Track and Trace. All work as self-employed. Prior to recommencing work write a letter to all providing link to government guidance about PPE needed for work and with a risk assessment they should complete before their first day back.			
<b>Cleaning regimes not effective / fit for purpose</b>	Arriving guests, the cleaning team, management.  Consequence: Contaminated accommodation / spread of COVID 19	Comprehensive Cleaning Schedule already in use.	Revise the cleaning schedule to factor in additional actions required to ensure environment is covid-secure. Require cleaning staff to physically complete checklist for each cottage and sign after each clean. Double bag used PPE and dispose of after quarantining for 72 hours. Change of cleaning materials and disinfectants as well as PPE between cottages, and rooms where necessary.	Ruth and Becky	Friday 10 <sup>th</sup> July	Update existing cleaning schedule.  Ensure that the cleaners understand exactly what is required and that the time allowed for each clean will be longer. Cleaning team forget to change materials when required.
	Guests, management, wider community.	Already retaining cleaning and maintenance checklists should they be needed by guests.	Continue to file and keep completed cleaning checklists with maintenance records.	Ruth and Becky	Ongoing	
	Arriving guests, cleaning team, Ruth/Becky (whoever is using the fogger and steam cleaner).	Same day changeovers	Introduce the new fogging and Dry Steam Cleaning machines into our cleaning routine to allow us to carry out as thorough a clean as possible and minimise the risk of viral transmission.  Introduce a 72 hour gap between all departures and arrivals. On departure guests to leave accommodation ventilated.	Ruth and Becky	Friday 10 <sup>th</sup> July	Low risk. Fogging + dry steam cleaning of soft furnishings and curtains + cleaning as per government guidelines with viral disinfectant + leaving the cottages as a sealed unit ready for new arrivals for 72 hours.
	Arriving guests, cleaning team, maintenance team, wider community and families of cleaning and maintenance team.	Maintenance checklist already used for changeovers.	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 guests' arrival	Ruth and Becky	Friday 10 <sup>th</sup> July	Update existing checklists.
	Guests		In-depth ongoing staff training to ensure knowledge, clean understanding and skills of every task undertaken	Ruth and Becky	Ongoing	Work with the cleaners on the first clean to ensure that they understand what is required and provide masks, gloves and plastic apron.

	Guests, Ruth and Becky.	All cleans checked by either Ruth or Becky	Cleaning signed off by Ruth or Becky wearing PPE prior to leaving cottage as a sealed unit.	Ruth and Becky	Ongoing	Low risk as prior to leaving accommodation for 72 hours cleaners may have missed a small area using viral disinfectant.
	Arriving guests, cleaning team, management.		All cleaning team members are self employed so provide their own PPE. Training on how to use correctly and instructions on handwashing, PPE disposal and their well being will be given before starting work.			Low risk. Cleaners may reuse PPE used elsewhere and not quarantined it appropriately.
<b>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</b>	Arriving guests, cleaning team, management.  Consequence: Not cleaning or sanitising the property correctly		Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example touch points, door handles, banisters, surfaces, bathrooms etc. Detail what should be disinfected eg floors, walls etc.	Ruth and Becky	Friday 10 <sup>th</sup> July	Ensure that the cleaners understand exactly what is required and that the time allowed for each clean will be longer. Communicate these new requirements before first clean.
	Arriving guests, cleaning team, management.	Cleaning materials are clean and fit for purpose.	Separate cleaning materials for each cottage clean.	Ruth and Becky	Friday 10 <sup>th</sup> July	Cleaners forget to change materials between cottages.
	Arriving guests, cleaning team, management	Ensure all cleaning equipment is PAT tested and fit for purpose and then being used in the correct way.		Ruth and Becky	Friday 10 <sup>th</sup> July	All equipment has been PAT tested and is up to date.
	Arriving guests, cleaning team, management		Put a health and safety file together with all cleaning products used and for what purpose and add to existing cleaning/maintenance schedules	Ruth and Becky	Friday 10 <sup>th</sup> July	
	Arriving guests, cleaning team, management, wider community, visitors to site.		Remove all unnecessary items from the cottages including cushions, throws, books, board games, guide books, salt and pepper pots, guest comment books, welcome information folder, extra items of crockery, cleaning baskets, irons and ironing boards to reduce the amount of cleaning required.  Bookcases left in cottage for guest use for their own items.	Ruth and Becky	Saturday 4 <sup>th</sup> July	

	Arriving guests, cleaning team, management.		Reduce the kitchen utensils provided and offer to provide on request to reduce the amount of cleaning required.	Ruth and Becky	Saturday 4 <sup>th</sup> July	
<b>Incorrectly laundered bedding</b>	Arriving guests, management, commercial laundry, staff at Triscombe responsible for sorting bedding.  Consequence: Bacteria not killed off properly	Send all rented bed linen to commercial laundry: sheets, duvet covers, pillowcases.	Personally visit commercial laundry and agree in person a plan for our laundry service and to check what the laundry service procedures are for contaminated items. Guests to strip beds and put in allocated bags. Bags to be left in the cottage just before becoming a sealed unit with labels and instructions. We double bag, put tag on bag with date and time it was bagged to allow contractor to see when it has been 72 hours since packing. Receive from the laundry clean and shelve in a room which is fogged each time linen is either introduced or removed. Pre-prepare bedding for arriving guests poly-wrapped so covid-secure. Place in cottage after cleaning and just before leaving as a secure unit. Pre-prepared bedding to be left at least 72 hours before placing into a cottage. Guests to make up own beds on arrival. Guests also welcome to bring their own bedding if this would give them more peace of mind. If there is a problem with the laundry guests will be asked to bring bedding with them. This has already been reflected in our revised 2020 pricing tariff. Bedding = 2x pillow cases per person, duvet cover and bottom sheet per bed.			No change.
	Guests, cleaning team, management, staff responsible for relocating quarantined bedding	Bedding changed as and when required due to soiling. Pillow protectors changed and laundered on a regular basis.	Every changeover, change pillow protectors, duvets and duvet protectors, and mattress protectors. Purchase wipeable pillows to NHS and care home standard. Purchase upgraded bedding so there is a spare for each bed.  Establish quarantine area for used bedding for 72 hours.	Ruth and Becky	Friday 10 <sup>th</sup> July and ongoing	Low risk. If all cottages are fully booked, some items are soiled and supply chain for new items is short, risk of bringing out of quarantine early. Overcome by washing at required high temperature in a commercial size machine. Overcome by trying to ensure we have an extra of each item as a contingency.

	Guests	Wash all towels, oven gloves and tea towels on 60 degree wash	Guests to bring their own towels, oven gloves and tea towels rather than us providing them.	Ruth	Ongoing	Low risk. Guests may forget. Contingency supply and quarantine area.
	Guests, cleaning team, management, wider community		Remove all unnecessary linens including: bed throws, bed cushions, sitting room cushions	Ruth and Becky	Saturday 4 <sup>th</sup> July	Cottages will look bare and not portray the homely image we want. As soon as time and guidelines allow, reintroduce to some if not all units by a changeover and quarantine rota. Review niche market and marketing tools and adapt as necessary.
<b>Changeover clean</b>	Guests, cleaning team, management, maintenance team, wider community  Consequences: Contaminated accommodation / spread of COVID 19  Bacteria not killed off properly	All changeover cleans can only be completed once the guests have left the property  Check in 4pm, check out 10am.	72 hours between departure and new arrivals.  Check in now 5pm, check out 9am.	Ruth and Becky	Ongoing	Low risk. If guests depart late and arrive early, contingency plan in place.
	Cleaning team, families of cleaning team, management, guests, wider community		Cleaners must fill out a 'fit for work' document	Ruth and Becky	Ongoing	Have contact details for additional cleaners available in the event that a cleaner is unavailable to work due to illness.
	Becky/Ruth (use of fogging).		Fogging to be carried out after departure and before cleaners enter the cottage or anything is removed, including linen bags. Leave for 30 minutes before re-entering the cottage.  Fogging and dry steam cleaning to be done by Ruth or Becky. Cleaners allowed to work in teams of 2, maintaining 1m+ social distancing wearing PPE including face masks.	Ruth and Becky	Ongoing	Equipment is not used properly and cleaners do not maintain social distancing of 1m+.



	Guests, cleaning team, management.		All cleaning/maintenance procedures are adhered to and documented accordingly	Ruth and Becky	Ongoing	We will ensure that either Ruth or Becky or both are present on all changeover days to supervise the cleaning and leave the cottage as a secure unit.
<b>Dealing with a guest who is unwell or infectious outbreak in your property</b>	<p>Guests in same cottage as guest suspected ill, other guests on site, management team, maintenance team, covid testing team, wider community, potentially hospital staff.</p> <p>Consequences: The spread of an infection outbreak</p> <p>Potential to spread to us and also other guests. Issue with guests due to come in if guest has had to remain to self isolate. Financial implications of guests being forced to remain at Triscombe.</p>		<p>Include a what to do if you suspect you as a guest are ill or have an infections outbreak document in the property including relevant phone numbers and actions required online.</p> <p>Make guests aware of Government Guidelines within the welcome letter with links provided to the Government and NHS websites.</p>	Ruth and Becky	Ongoing	Some guests may consider that because lockdown has been lifted sufficiently to go on holiday, there is low or no risk to them of being a carrier, developing symptoms and therefore transmitting the viral infection to other people.
	Guests in same cottage as guest suspected ill, other guests on site, management team, maintenance team, covid testing team, wider community, potentially hospital staff.		<p>Video call/call the guests to clearly understand the situation and if the guests need to extend their stay and for how long if they are symptomatic and unable travel back home.</p> <p>Arrange a meal and laundry service to their cottage, with costs being transferred to them.</p> <p>Stay in regular contact with the guests to stay updated on their health, for example a call each day at 6pm. Guest to inform if health deteriorates so hospital treatment can be arranged promptly if required.</p>	Ruth and Becky	Ongoing	Guests feel their symptoms are not severe enough to remain isolated and so continue to go out into the community.
	Guests in same cottage as guest suspected ill, other guests on site, management team, maintenance team, covid testing team, wider community, potentially hospital staff.	Existing bookings on previous terms and conditions of booking.	<p>Update terms and conditions to make it clear that if guests have to remain at Triscombe to self isolate due to being unable to travel home they are liable to cover all costs incurred.</p> <p>Contact all guests including third party bookings clearly explaining our covid secure procedures,</p>	Ruth and Becky	Tuesday 7 <sup>th</sup> July	Guests no longer wish to holiday with us this year and require a refund – financial implication.

			<p>facilities we are able to offer and any terms and conditions of booking which may have changed due to Covid-19.</p> <p>Offer a revised tariff reflecting facilities available, price match promise to transfer their booking to 2021 or offer a full refund.</p>			
	<p>Guests in same cottage as guest suspected ill, other guests on site, management team, maintenance team, covid testing team, wider community, potentially hospital staff.</p>		<p>The following is in our terms and conditions of booking regarding testing for Covid-19 and test results:</p> <p>“If guests develop symptoms of Covid-19, you must all book a test immediately, inform us via phone call and not leave the cottage for any other reason. If any tests return positive you must inform us and return to your primary residence immediately if well enough to do so. If you are unable to return to your primary residence, you are liable for all costs incurred for extending your stay until you are well enough to travel home. If you need to extend your stay, your circumstances discussed with a health care professional and ourselves. We will work with you including making arrangements for meal and laundry provision during your self-isolation. If your test is negative, you may continue your holiday as before. If you develop symptoms but do not inform us or get a test you will be putting other guests at risk.”</p> <p>Guests will have their temperature checked on arrival. If any members of the group arrive with a high temperature, they will be required to book a test and to self isolate in the cottage until they receive the test results. If the test is positive, they must return home if able to do so, as stated above. Guests are advised to take their temperature to reduce the risk of them travelling unnecessarily and potentially increasing the risk on site to other guests.</p>	Ruth and Becky	Tuesday 7 <sup>th</sup> July/Ongoing	<p>Risk of guest dissatisfaction if they arrive with a high temperature and then test positive and return home without having enjoyed the holiday they had planned. In this instance no refund would be issued by us as we would not be able to re-let the cottage for this time period. Medium risk as most guests would get tested at home if they felt unwell before travelling to Triscombe Farm.</p>
	<p>Guests in same cottage as guest suspected ill, other guests on site, management team, maintenance team, covid testing team, wider</p>		<p>Condition of booking that all guests are to ensure there is at least ½ tank of fuel in their vehicle at all times for guest peace of mind if they need to return home quickly unexpectedly. We require the most direct route from guests’ homes to Triscombe to be confirmed before arrival.</p>	Ruth and Becky	Tuesday 7 <sup>th</sup> July	<p>Risk that guests do not want to cut their holiday short by taking a test and it potentially returning positive, potentially</p>

	community, potentially hospital staff.		Arrangement with local garage to fill up car fuel tanks contactlessly whilst guests remain in car to allow them to get home without making any stops. Food and drinks provided by us as refreshments for their journey home to continue their self isolation.			increasing virus transmission.
	Other property owners, management at Triscombe, arriving guests, communities of both establishments.	Already have taken and transferred bookings to and from our accommodation for example when a guest turned up unexpectedly in peak season a week early than they had booked and we had no vacancies.	Build a relationship with fellow property owners (buddy system) to see if arriving guests can be relocated into one of these properties if original booking cannot be fulfilled due to guest illness.	Ruth and Becky	Ongoing	Work with other holiday accommodation providers with a reciprocal theoretical agreement to transfer bookings to equivalent accommodation when necessary. For example, if government guidelines allow the reopening of swimming pools, accommodation providers with pools.
	Guests in same cottage as guest suspected ill, other guests on site, management team, maintenance team, covid testing team, wider community, potentially hospital staff.		Deliver medicines, emergency body fluid kit, food supplies and extra cleaning materials to the outside of the property.	Ruth and Becky	Ongoing	
	Guests in same cottage as guest suspected ill, other guests on site, management team, maintenance team, covid testing team, wider community, potentially hospital staff.		Place an emergency body fluid kit with the emergency first aid kit in the telephone box outside Orchard Cottage for general use. Include details of location and request to be informed if used within guest information A-Z.	Ruth and Becky	Friday 10 <sup>th</sup> July/Ongoing	
	Guests in same cottage as guest suspected ill, other guests on site, management team, maintenance team, covid testing team, wider community, potentially hospital staff.		Guest contact details including name, email address, address and contact telephone number (preferably mobile) collected at time of booking will be retained securely for 21 days following departure. This is to assist the Track and Trace service if required. These contact details will be deleted following 21 days.	Ruth	Ongoing	

<p><b>Legionella</b></p>	<p>Arriving guests, cleaning team, management responsible for taking action.</p> <p>Consequence: Infection of Legionella from standing water if the property has been lying empty</p>		<p>Flush the whole water system for two minutes or more. First flush your toilet, 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.</p> <p>Flush the shower through If your shower has not been used for two weeks or more, 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.</p> <p>Finally, let any other taps run for two minutes.</p>	<p>Ruth and Becky</p>	<p>Ongoing</p>	<p>Must be done before cleaners come in for cleaning each changeover.</p>
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