

Property Name: Triscombe Farm Country Cottages

Date of Assessment: 9th July 2020 22nd September 2020 20th November 2020 21st March 2021
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Assessment Carried out by: Ruth and Becky Brinkley

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

Updated 22nd September 2020, with updates from this date in Blue. Next review by 12th December 2020.

Next review by 20th February 2020 (February Half Term) – this review was brought forward so completed during lockdown 2. All updates from review on 20th November in this colour.

Updated 21st March 2021 (delayed review due to Lockdown in England from January-March 2021). Next Review by 21st June 2021, the theoretical ending date for Government-imposed Covid-19 restrictions in England.

No changes made on 20th June due to no change in restrictions or operation of business. Next review by Monday 19th July 2021.

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 HIGH RISK MEDIUM RISK LOW RISK

<p>Person to person contact during COVID 19 pandemic (Host and guest, and between different family groups on site)</p>	<p>Owners on site/ management and arriving guests.</p> <p>Consequence: Becoming infected with COVID19 and further spread the infection</p> <p>Updates about any changes to bookings once we exit Lockdown 2 will be made clear on our website, agency listings, booking form and social media pages. West Somerset has been confirmed as being placed in Tier 2 – we are ensuring that all bookings are single households only (with the exception of 23rd-27th December for Christmas as per Government Guidelines).</p> <p>We have been closed during the 2021 lockdown (January-April 2021). We are preparing to reopen for guests on 12th April 2021, in line with the Government Roadmap out of lockdown. 12/04-17/05 - Single household bookings only. 17/05-21/06 - Rule of 6 bookings. Cancellation policy in place for Covid-affected bookings.</p>	<p>The accommodation is closed until it is Covid-secure, risk assessments are completed and we are an accredited holiday destination.</p> <p>The accommodation has been open to guests since 13th July 2020, with facilities including the pool reopening on Saturday 25th July 2020 following Government Guidelines.</p> <p>We have been accredited by the AA and VisitBritain as being Covid-19 secure.</p> <p>We are closely following Government guidelines and any updates to Covid-19 restrictions. We closed during the lockdown during November 2020. Before this date (and after the 3-tier system was introduced), any guests who had booked who would be travelling from a tier 3 region were asked to reschedule their stay or were offered a full refund. Any bookings by guests from tier 2 were contacted to ensure that there would only be one household bubble in the cottages – even though we would have been allowed to have guest numbers up to the rule of 6 with guests from tier 2, we are prioritising guest safety and the safety of our community so made the decision to follow the social distancing and household bubble rules for tier 1 and tier 2, dependent on where the guests were travelling from. West Somerset stayed in tier 1 throughout the tier system until the second lockdown.</p>	<p>Welcoming email to be sent to arriving customers on booking with the following information:</p> <ul style="list-style-type: none"> • 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 • 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. • 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 • Tell guests what they need to do if they feel unwell during their stay. • Let them know of any changes to amenities/processes as a result of Covid. <p>Welcome emails sent to all guests (both direct bookings and agency bookings). Welcome documents now on google drive. Paper copies can be provided to guests by post who do not have access to emails or the internet. Check-in's have been in person since re-opening, with both parties wearing face masks during the taking of temperatures, and both parties then either continuing to wear face masks or removing and remaining socially distant for the rest of check in. Guests appreciate the personal touch of being welcomed in person and knowing that we are easy to get hold of if needed. This is unchanged. This is unchanged</p>	<p>Ruth and Becky</p>	<p>Friday 10th 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> <p>So far no guests have travelled whilst unwell and all have passed temperature check. All guests have passed the temperature check and no cases of Covid within Triscombe. We have had a couple of guests with mask-exemption cards – we have been understanding of this and not enquired about the reasons. No change</p>
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	<p>Owners on site/ management and guests.</p>		<p>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.</p> <p>This has been done in the form of documents uploaded to a google-drive folder rather than specific webpages as the information is then all in one location rather than on one webpage with links to several other pages, which could be confusing for the guest and so could result in some information being missed.</p> <p>Previously, the folders were organised into agency bookings and owner bookings. This has now been changed so each cottage has its own information folder. This is so that cottage-specific information, such as location of fire extinguishers and exits, are clearer for the guest.</p> <p>We are looking into an alternative way for guests to access arrival and useful information during their stay online for ease and for continuity with direct and agency bookings.</p>	<p>Becky</p>	<p>Friday 10th July</p>	<p>Will be completed by Friday 10th July, reviewed weekly and updated as necessary.</p>
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	Management and guests	Keys will be left in the inside of cottage doors and cottages left unlocked for guest arrival.	<p>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.</p> <p>Keys for swimming pool and games room will be removed until these facilities can reopen (earliest 25th July 2020). The swimming pool reopened Saturday 25th July with Covid-19 security measures in place. The games room has not yet reopened due to the difficulties in ensuring social distancing in the smaller enclosed space. We have been able to provide table tennis and connect 4 outside under a gazebo so game facilities are still on offer. As we head into the winter months where the weather will not favour outside game facilities, reopening the games room safely will become a priority. The use of facilities including the Swimming Pool and Games room will be lead by Government Guidance, and will be closed if Government Guidance relating to these facilities changes.</p> <p>The games facilities have been moved indoors due to the now cold and wet weather. Preparing the games room for reopening is a priority task for us during the Lockdown so that once we are able to reopen again we are able to offer games facilities if it is safe to do so.</p> <p>The games facilities will remain closed from 12th April. An outdoor table tennis table will likely be available, in addition to table-top games for each individual cottage. The swimming pool will be available again on a pre-booking basis as per 2020. Contactless check-in, mask wearing and social distancing will all still apply.</p>	Ruth and Becky	Ongoing	Already in place
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	<p>Management and all guests on site. Visitors to the farm.</p>	<p>2m upright Social Distancing sign on site, reinforcing the same message between ourselves and the local community.</p>	<p>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.</p> <p>Incoming guests will receive pre-prepared welcome refreshments packaged 7 days before arrival.</p> <p>Maintain distance between guests.</p> <p>Other signage around site on order.</p> <p>Distance between guests on site and between staff and guests has been maintained throughout the summer season. Social distancing is adhered to in the swimming pool through the use of the booking system; there are currently no indoor spaces where different households/cottage bookings where more than one group has access at the same time. This remains unchanged. Unchanged.</p>	<p>Ruth and Becky</p>	<p>Ongoing</p>	<p>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</p>
	<p>Management, guests on site, other staff on site, wider community, visitors to site.</p>		<p>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.</p> <p>All guests have brought hand sanitiser and face masks as requested. This may be partially due to the requirement of using face masks in enclosed public spaces such as shops and hospitality venues.</p> <p>Between September and November, we have had a small number of guests staying with us who are medically exempt from wearing face masks. We have not enquired about the reasons for this and have respected their privacy. Unchanged</p>	<p>Ruth and Becky</p>	<p>Ongoing</p>	<p>Guests forget or do not feel it is necessary.</p> <p>Even if guests have felt it as being unnecessary, it is stipulated as a condition of booking so all have complied with this request.</p>

	<p>Management, guests with maintenance issue, staff member who enters cottage to repair issue.</p>	<p>Appliance checklist for changeovers.</p>	<p>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.</p> <p>There have been minimal repairs needed during guest stays during the summer season due to the completion of our maintenance checklist at the time of cleaning. When repairs have been needed, it has been arranged for a member of staff to go into the cottage while guests are out to complete the repair. PPE has been used. This is unchanged. During lockdown, all cottages have been thoroughly checked to minimise the likelihood of any repair works being needed once we reopen.</p>	<p>Ruth and Becky</p>	<p>Ongoing</p>	<p>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.</p>
	<p>Arriving guests</p>		<p>All items provided for guests are single packaged and covid-secure.</p> <p>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.</p> <p>No changes. No changes. No changes.</p>	<p>Ruth</p>	<p>Monday 6th July Complete</p>	

	Management, guests on site, wider community		<p>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.</p> <p>Social distancing is adhered to on site. Signage no longer on swimming pool door as this facility has been reopened and access is only confirmed via the booking system. The Games Room is currently closed so has a 'No Entry due to Covid-19' sign in place; the laundry room has 'Access by Arrangement Only' sign in place as this is a potential high risk area.</p> <p>There are also 'no entry' signs on gates around the farm to protect the farmer from potential infection from these high risk touch points.</p> <p>No changes. No changes.</p>	Ruth via Active Signs	Friday 10 th July	<p>Active signs are very busy and there may be a slight delay in sign printing and delivery.</p> <p>Temporary notices are in place until official signage arrives.</p> <p>Signs are in place.</p>
	All on site		Manage the use of shared spaces to ensure equipment is thoroughly cleaned between guests. Details below			

	<p>Management, all guests on site, maintenance team, wider community.</p>		<p>Games room. 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.</p> <p>This will only apply once this facility is able to be reopened following updated Government Guidance. Earliest 25th July 2020.</p> <p>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.</p> <p>The Games Room is currently closed (updated 22nd September 2020). Game facilities (table tennis and connect 4) have been available outdoors under a gazebo since 25th July 2020 with hand sanitiser available. As we head into the winter months, the safe reopening of the games room is a priority due to the changing weather. This Risk Assessment will be updated once measures to reopen the games room indoors are in place.</p> <p>During Lockdown 2 we are working hard to reopen the games room once we are able to reopen to guests.</p> <p>The games room will remain closed due to the number of soft furnishings that cannot be removed and the large number of potential high-risk touch surfaces. An outdoor table tennis table will likely be available. The tennis court has been treated to improve its quality. Individual table-top games will be available in each cottage.</p>	<p>Ruth and Becky</p>	<p>Friday 10th July</p>	<p>Medium risk if guests do not use hand sanitiser and disinfectant provided indoors.</p> <p>Risk level to be reassessed depending on Government Guidance on reopening.</p> <p>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.</p>
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	<p>Management, all guests on site, staff member responsible for checking pool chemical levels, wider community.</p>	<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. Pool is backwashed regularly. Mop and buckets provided in each changing room and guests requesting to leave facilities clean and tidy on departure. Facilities cleaned regularly and more than once daily during peak times. The pool is kept securely locked. No children allowed under the age of 18 without a responsible adult.</p>	<p><u>Swimming Pool.</u> Changing rooms and toilet in Swimming Pool closed as guests are able to access these facilities in their cottage. 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. 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. This will only apply once this facility is able to be reopened following updated Government Guidance. Earliest 25th July 2020.</p> <p>The Swimming Pool reopened on Saturday 25th July 2020. The adaptations outlined above are still in place and are working well. An anti-viral disinfectant spray is provided alongside the hand sanitiser. The booking system is working well for guests; we have developed a paper version for guests who do not have access to the internet during their stay so all guests are still able to access the swimming pool.</p> <p>We are changing our booking system from Doodle to Calendly due to a couple of issues with guests booking slots and then being unable to cancel them, and the lack of option to change bookings on our side. No change.</p>	<p>Ruth and Becky</p>	<p>Monday 6th July</p>	<p>Currently Closed</p> <p>Risk level will be reassessed depending on Government Guidance on reopening.</p> <p>Low Risk through the use of the booking system and the provision of hand sanitiser and anti-viral disinfectant spray to wipe down all surfaces touched, including pool cover roller and door handles.</p>
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	<p>Guests using outdoor seating area, staff cleaning on changeovers, wider community.</p>		<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> <p>No changes. Outdoor seating has been put away for the winter. Guests sitting outdoors is very unlikely during the winter so this remains low risk.</p> <p>Outdoor seating will be available again from 12th April as we move towards the Summer and warmer/dryer weather.</p>	<p>Ruth and Becky</p>	<p>Ongoing</p>	<p>Low risk as outside and one designated table per family.</p>
	<p>Guests using BBQ areas, staff cleaning them, wider community.</p>		<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> <p>Due to the nature of the BBQ areas and the use of disposable BBQ's rather than a fixed unit, there is no booking system in place. As the BBQ areas are outside, the risk to guests is low. On check-in guests are asked to ensure that there is enough space to use the BBQ areas safely.</p> <p>BBQ's unlikely to be used in the winter due to the cold and wet weather.</p> <p>BBQ areas available from 12th April, but use not expected until the warmer summer months.</p>	<p>Ruth and Becky</p>	<p>Ongoing</p>	<p>Guests deciding to use the BBQ without prior booking on the same day as other guests.</p>
	<p>Guests opening gates, farmers who also use gates, wider community.</p>		<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. 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> <p>There are signs on each gate directly accessible by guests to say 'no entry'. These have been in place since July 2020. No change. No change.</p>	<p>Ruth and Becky</p>	<p>Friday 10th July</p>	<p>Guests decide to walk around farm despite the farm being closed.</p> <p>The risk is reduced to low as there are now signs in place to ensure guests do not walk around the farm.</p>

<p>Cleaner / housekeeper not fit for work and infected with COVID 19</p>	<p>Arriving guests, other members of the cleaning team, management team, other members of staff, the wider community.</p> <p>Consequence: Could spread COVID 19 through cleaning within the property</p>		<p>When reopening the cleaning and housekeeping will only be done by Ruth, Becky and family already on site wearing PPE. Create an ongoing checking system and document for staff health / wellbeing. Take temperatures on arrival at work. 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.</p> <p>In July when recently reopened, Ruth and Becky cleaned all cottages. Once we had been open for a few weeks, an external cleaner has joined the team and has been helping with cleaning the cottages since August. All cleaning team wear PPE and have their temperatures taken on arrival, and confirm that they do not have Covid-19 symptoms before each working day. We have all contact details of staff and the days/ hours they work for test and trace purposes.</p> <p>No changes. No change. We are keeping an eye on the official guidance about the use of lateral flow Covid-19 tests in the workplace. If we become eligible for these, we hope to be able to test all staff to further reduce the risk of viral transmission on site.</p>	<p>Ruth and Becky</p>	<p>Monday 13th July</p>	<p>Ensure that the cleaners understand that they cannot come to work if they are feeling unwell.</p>
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<p>Cleaning regimes not effective / fit for purpose</p>	<p>Arriving guests, the cleaning team, management.</p> <p>Consequence: Contaminated accommodation / spread of COVID 19</p>	<p>Comprehensive Cleaning Schedule already in use.</p>	<p>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.</p> <p>Cleaning checklist has been updated and is completed for each clean. No changes. No change.</p>	<p>Ruth and Becky</p>	<p>Friday 10th July</p>	<p>Update existing cleaning schedule.</p> <p>Ensure that the cleaners understand exactly what is required and that the time allowed for each clean will be longer.</p> <p>Cleaning team forget to change materials when required.</p>
	<p>Guests, management, wider community.</p>	<p>Already retaining cleaning and maintenance checklists should they be needed by guests.</p>	<p>Continue to file and keep completed cleaning checklists with maintenance records.</p> <p>This is being done. This is ongoing. Ongoing.</p>	<p>Ruth and Becky</p>	<p>Ongoing</p>	

	<p>Arriving guests, cleaning team, Ruth/Becky (whoever is using the fogger and steam cleaner).</p>	<p>Same day changeovers</p>	<p>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.</p> <p>Introduce a 72 hour gap between all departures and arrivals. On departure guests to leave accommodation ventilated.</p> <p>These have been incorporated into our cleaning routine. After departures, cottages are left empty for at least a few hours and are then fogged by Becky before the cleaning team start work to ensure they are kept safe.</p> <p>No changes.</p> <p>After consideration of the roll-out of the vaccine, we have made the decision to reduce the gap between bookings from 72 hours to 24+ hours. This is to allow us to be able to welcome more guests to Exmoor whilst still being covid secure. The cottages will be fogged, aired and thoroughly cleaned as before between each booking.</p>	<p>Ruth and Becky</p>	<p>Friday 10th July</p>	<p>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.</p>
	<p>Arriving guests, cleaning team, maintenance team, wider community and families of cleaning and maintenance team.</p>	<p>Maintenance checklist already used for changeovers.</p>	<p>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</p> <p>The maintenance checklist that was in use pre-Covid-19 has been updated and incorporated into the cleaning checklist. No changes. No changes.</p>	<p>Ruth and Becky</p>	<p>Friday 10th July</p>	<p>Update existing checklists.</p>

	Guests		<p>In-depth ongoing staff training to ensure knowledge, clear understanding and skills of every task undertaken</p> <p>Becky is currently completing a Level 2 Distance Learning Course in the Prevention and Control of Infection; she works closely with Ruth and so will ensure that we are doing as much as possible for guests.</p> <p>Becky has now successfully completed the Level 2 Prevention and Control of Infection course. No change.</p>	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	<p>Cleaning signed off by Ruth or Becky wearing PPE prior to leaving cottage as a sealed unit.</p> <p>This is taking place. At this point, arrival electricity meter readings for cottages with internal meters (Bracken, Orchard, Garden and Rose) are taken. No changes. No change.</p>	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.		<p>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.</p> <p>This was done at reopening in July and will be revised before December to ensure all staff are confident in the above categories.</p> <p>This review will be completed before we re-open after lockdown 2.</p> <p>This was reviewed regularly whilst open in 2020 and after the November 2020 lockdown. All members of the cleaning team will have refresher training (if they are returning staff) or full training prior to work once we are able to reopen to ensure we are reducing the risk of viral transmission as much as possible.</p>			Low risk. Cleaners may reuse PPE used elsewhere and not quarantined it appropriately.

<p>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</p>	<p>Arriving guests, cleaning team, management.</p> <p>Consequence: Not cleaning or sanitising the property correctly</p>		<p>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.</p> <p>The cleaning checklist covers all areas of the cottages to ensure the cottage is thoroughly cleaned. Checklist is regularly reviewed and revised if necessary to ensure that all areas are thoroughly cleaned. Checklist regularly reviewed.</p>	<p>Ruth and Becky</p>	<p>Friday 10th July</p>	<p>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.</p> <p>This has been done.</p>
	<p>Arriving guests, cleaning team, management.</p>	<p>Cleaning materials are clean and fit for purpose.</p>	<p>Separate cleaning materials for each cottage clean.</p> <p>These are available and used. No change. No change.</p>	<p>Ruth and Becky</p>	<p>Friday 10th July</p>	<p>Cleaners forget to change materials between cottages.</p>
	<p>Arriving guests, cleaning team, management</p>	<p>Ensure all cleaning equipment is PAT tested and fit for purpose and then being used in the correct way.</p>	<p>All equipment PAT tested ready for 12th April reopening.</p>	<p>Ruth and Becky</p>	<p>Friday 10th July</p>	<p>All equipment has been PAT tested and is up to date.</p>
	<p>Arriving guests, cleaning team, management</p>		<p>Put a health and safety file together with all cleaning products used and for what purpose and add to existing cleaning/maintenance schedules</p> <p>The fogging is currently done exclusively by Becky, who is aware of the chemical risks and components of the anti-viral fogging disinfectant. No change. No change.</p>	<p>Ruth and Becky</p>	<p>Friday 10th July</p>	

	Arriving guests, cleaning team, management, wider community, visitors to site.		<p>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.</p> <p>Bookcases left in cottage for guest use for their own items.</p> <p>These items are still removed from the cottages. In the future, we may potentially provide a small selection in a sealed box which is then quarantined, but guests throughout the summer have been very understanding and appreciative of the care taken.</p> <p>No change. No change.</p>	Ruth and Becky	Saturday 4 th July	
	Arriving guests, cleaning team, management.		<p>Reduce the kitchen utensils provided and offer to provide on request to reduce the amount of cleaning required.</p> <p>No change. No change.</p>	Ruth and Becky	Saturday 4 th July	

<p>Incorrectly laundered bedding</p>	<p>Arriving guests, management, commercial laundry, staff at Triscombe responsible for sorting bedding.</p> <p>Consequence: Bacteria not killed off properly</p>	<p>Send all rented bed linen to commercial laundry: sheets, duvet covers, pillowcases.</p>	<p>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.</p> <p>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.</p> <p>Bedding = 2x pillow cases per person, duvet cover and bottom sheet per bed.</p> <p>Clean bedding is quarantined for 72 hours when dropped off from the laundry to ensure that it is covid-19 secure.</p> <p>The Laundry was visited by Ruth in July prior to reopening and so we are confident that all measures that are necessary are in place.</p> <p>No change. No change.</p>			<p>No change.</p>
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	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.	<p>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.</p> <p>Establish quarantine area for used bedding for 72 hours.</p> <p>No change. No change.</p>	Ruth and Becky	Friday 10 th July and ongoing	<p>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.</p>
	Guests	Wash all towels, oven gloves and tea towels on 60 degree wash	<p>Guests to bring their own towels, oven gloves and tea towels rather than us providing them.</p> <p>No change. No change.</p>	Ruth	Ongoing	<p>Low risk. Guests may forget.</p>
	Guests, cleaning team, management, wider community		<p>Remove all unnecessary linens including: bed throws, bed cushions, sitting room cushions</p> <p>No change. No change.</p>	Ruth and Becky	Saturday 4 th July	<p>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.</p> <p>Guests have been very understanding about why items such as bed throws and cushions have been removed and feedback indicates that the cottages still have a homely feel.</p>

<p>Changeover clean</p>	<p>Guests, cleaning team, management, maintenance team, wider community</p> <p>Consequences: Contaminated accommodation / spread of COVID 19</p> <p>Bacteria not killed off properly</p>	<p>All changeover cleans can only be completed once the guests have left the property</p> <p>Check in 4pm, check out 10am.</p>	<p>72 hours between departure and new arrivals.</p> <p>Check in now 5pm, check out 9am.</p> <p>No change.</p> <p>Now 24+ hours between bookings (eg. Friday-Thursday, ready for new arrivals on Friday). Check in remains at 5pm, check out at 9am.</p>	<p>Ruth and Becky</p>	<p>Ongoing</p>	<p>Low risk. If guests depart late and arrive early, contingency plan in place.</p>
	<p>Cleaning team, families of cleaning team, management, guests, wider community</p>		<p>Cleaners must fill out a 'fit for work' document</p> <p>This is part of the cleaning checklist; there is a section where cleaners confirm that they are fit to work.</p> <p>No change. No change.</p>	<p>Ruth and Becky</p>	<p>Ongoing</p>	<p>Have contact details for additional cleaners available in the event that a cleaner is unavailable to work due to illness.</p>
	<p>Becky/Ruth (use of fogging).</p>		<p>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.</p> <p>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.</p> <p>Fogging completed by Becky.</p> <p>No change. No change.</p>	<p>Ruth and Becky</p>	<p>Ongoing</p>	<p>Equipment is not used properly and cleaners do not maintain social distancing of 1m+.</p>
	<p>Guests, cleaning team, management.</p>		<p>All cleaning/maintenance procedures are adhered to and documented accordingly.</p> <p>All completed documents are filed and cleaning/maintenance procedures reviewed regularly. No change.</p>	<p>Ruth and Becky</p>	<p>Ongoing</p>	<p>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.</p>

<p>Dealing with a guest who is unwell or infectious outbreak in your property</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>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>As of 20th November 2020, there have been no suspected or confirmed cases of Covid-19 within Triscombe Farm or developed cases after departure. No change.</p> <p>Make guests aware of Government Guidelines within the welcome letter with links provided to the Government and NHS websites.</p> <p>Part of check-in process is explaining what to do if guests develop symptoms of Covid-19. NHS Covid-19 Test and Trace QR Barcodes in each cottage and on farmhouse front door. Guests are asked to scan daily. We also have our own contact detail system in place for test and trace. No change.</p>	<p>Ruth and Becky</p>	<p>Ongoing</p>	<p>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.</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>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> <p>We have not yet had any guests with symptoms/confirmed Covid-19 stay on site. We have not yet had any guests with symptoms/confirmed Covid-19 stay on site. No change.</p>	<p>Ruth and Becky</p>	<p>Ongoing</p>	<p>Guests feel their symptoms are not severe enough to remain isolated and so continue to go out into the community.</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>Existing bookings on previous terms and conditions of booking.</p>	<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, 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>All confirmed bookings for summer which were booked prior to lockdown were contacted prior to reopening to ensure both parties were up to date with bookings going ahead and updated terms and conditions.</p> <p>Terms and conditions page on website updated; all guests required to read fully terms and conditions of booking and this risk assessment before booking.</p> <p>2020 price tariff revised and price match promise in place in case of guests being unable to travel and giving sufficient notice. 2021 pricing tariff under development; this is usually done by September of the year before but very few bookings are confirmed for 2021 at present.</p> <p>No changes. Updated terms and conditions, and cancellation policy now that Covid is a known risk when booking a holiday.</p>	<p>Ruth and Becky</p>	<p>Tuesday 7th July</p>	<p>Guests no longer wish to holiday with us this year and require a refund – financial implication.</p>
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	<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> <p>No changes. No change.</p>	<p>Ruth and Becky</p>	<p>Tuesday 7th July/ Ongoing</p>	<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>
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	<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>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> <p>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.</p> <p>No changes. No changes.</p>	Ruth and Becky	Tuesday 7 th July	<p>Risk that guests do not want to cut their holiday short by taking a test and it potentially returning positive, potentially increasing virus transmission.</p>
	<p>Other property owners, management at Triscombe, arriving guests, communities of both establishments.</p>	<p>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.</p>	<p>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.</p>	Ruth and Becky	Ongoing	<p>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.</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>Deliver medicines, emergency body fluid kit, food supplies and extra cleaning materials to the outside of the property.</p>	Ruth and Becky	Ongoing	

	<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>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.</p> <p>Emergency first aid kit in telephone box; emergency body fluid kits are stored elsewhere and provided at request.</p> <p>No changes. No changes.</p>	<p>Ruth and Becky</p>	<p>Friday 10th July/ Ongoing</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>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.</p> <p>We now also have a QR code provided by the Government for use with the Test and Trace app, launching Thursday 24th September 2020.</p> <p>QR Code in place in every cottage and guests asked to scan daily. No changes.</p>	<p>Ruth</p>	<p>Ongoing</p>	

<p>Legionella</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>No changes. No changes.</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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