



Unit 1a, Low House Business Centre, Windermere, Cumbria, LA23 3NA

Matson Ground Estate Company Ltd: Holiday Accommodation Covid 19 Risk Assessment - **UPDATED**

Date	August 2020
Users	All Matson Ground staff; housekeeping staff; holiday guests
Assessor	R Thomas
Review	Dynamic review of this document will take place throughout July and August 2020

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

COVID-19 is a disease which is caused by the SARS-CoV-2 virus, which can be passed via respiratory secretions (i.e. saliva and faeces), and which can successfully live for up to 2 to 3 days on certain surfaces. It is an “enveloped” virus, meaning that it is surrounded by a protective layer of fats and proteins.

COVID-19 can be transferred via hands from one surface to another. By touching a surface which has traces of COVID-19 on it, and then touching your face or eyes, you may become infected. COVID-19 can live on some common household surfaces for up to 3 days. Information and knowledge are evolving all the time. Currently it is thought that the virus can live for up to:

- 2-3 hours in the air
- 4 hours on copper
- 24 hours on cardboard, glass and metal and soft furnishings
- 2 or 3 days (72 hours) on plastic and stainless steel.

COVID-19 is a public health emergency. Everyone needs to assess and manage the risks of transmission, and in particular Matson Ground Estate Company should consider the risks to their staff and customers.

This is a **detailed Risk Assessment** for addressing the current Covid-19 situation within the Matson Ground Estate Company Holiday Lets. In particular, the cleaning protocol and hygiene measures taken to identify potential risks and the active steps needed to mitigate them, thereby reassuring guests that their stay will be safe and clean. Further information can be found here:

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

Additional information has been taken from ‘**Cleaning Protocols for Self-Catering Properties and Short Term lets in the Context of Covid-19**’ by The Professional Association of Self-Caterers (PASC) and ‘**Guidelines for Rural Tourism Operators**’ by the CLA. Further information provided by the Government can be found here:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

Recent advice on Outbreak Management has been circulated to Hospitality Sector providers. Details can be found here:

<https://www.gov.uk/government/publications/reporting-outbreaks-of-coronavirus-covid-19/covid-19-early-outbreak-management>

The number of our Public Health England Health Protection Team for our Area is: **0344 225 0562**

This Risk Assessment will be shared with guests and staff and can be found on our website for anyone to access.

Basic steps for undertaking this risk assessment are as follows:

- **Look** for the points of transmission for Covid-19 in the properties i.e. the touch points.
- **Decide** the likelihood of transmission via identified touchpoints.
- **Evaluate** whether the current protocol is sufficient or if ‘reasonably practicable’ adjustments need to be made.
- **Record** a simple list of guidance points for the Housekeepers
- **Review** as further information or guidance is received, or circumstances change.

Communication of cleaning protocols and training in these will be provided by our Housekeeping Service: <http://www.crystalcleancumbria.co.uk/>
Matson Ground Holiday Cottages fulfil the criteria for the ‘Good To Go’ Visit Britain Accreditation.

This Risk Assessment will be regularly reviewed and continuously edited as understanding of the virus improves, government guidance changes and advice is passed on to us as accommodation providers.

Guidelines for Cleaning

The following basic steps will minimise the risk for people responsible for cleaning, whilst ensuring the accommodation is safe for new guests:

1. Ask guests to air the property during the stay and to strip beds on departure.
2. Provide the correct protective clothing and cleaning products for all housekeeping staff.
3. Housekeepers should adhere to the following process:
 - a. Ensure the rooms/property is ventilated whilst cleaning.
 - b. Understand the cleaning level required and have the appropriate equipment.
 - c. Wear the appropriate protective clothing (PPE)

Guidance for contact with Guests

Contact with guests will be kept to a minimum, adhering to current social distancing guidelines. Where contact is essential, staff will maintain a safe social distance, or wear a face mask if within 1 metre. Time spent within 1 metre should be limited to 15 minutes and all effort should be made to maintain 2 metres where possible.

Contact-free check-in is available in all properties. Key safes and keys will be sanitised between each stay.

All relevant information that guests need ahead of their arrival, will be available on the Touch Stay App, or sent to the guest by email. Details of how to access this information will be sent to all guests. All paper documentation and welcome packs including Visitors books will be removed from the property and brief guidance on the use of appliances will be left as a laminated, wipeable sheet.

In order to comply with social distancing rules, only essential maintenance will be undertaken during a guest's stay.

What to do if a staff member develops COVID-19 symptoms

If a staff-member displays symptoms of Coronavirus or live in a household where someone else has symptoms, that person must not enter the rental property.

COVID-19 Government guidance for the public states: “the most common symptoms of coronavirus are recent onset of a continuous cough or high temperature or a loss of, or change in, normal sense of taste or smell”.

If staff have these symptoms, they must stay at home for 7 days if living alone, or 14 days if living with someone else.

If a member of staff develops symptoms at work, they must be sent home and follow Government “stay at home” guidance.

Disinfect any touch points that may have been infected by a contaminated person.

HAND WASHING STILL REMAINS THE MOST EFFECTIVE WAY OF STOPPING THE SPREAD OF THE VIRUS

Further guidance on handwashing:

<https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

Guide to cleaning different surfaces

According to National Institutes of Health (NIH) studies, Coronavirus can live for up to 2-3 days on plastic and stainless-steel surfaces. Since these materials make up many of the things which we regularly touch on a day to day basis, such as light switches and taps, it is vital to disinfect surfaces to reduce the possible risk of transmission between people.

Surfaces: <ul style="list-style-type: none">• be aware of where the surface is• kitchens need to be safe for food preparation.	<ul style="list-style-type: none">• Initial clean with general detergent or hot soapywater• Sanitise with any of the following:<ul style="list-style-type: none">virucide disinfectant70% ethanol sanitizing liquid
Toilets & Bathrooms	<ul style="list-style-type: none">• Immediate clean with either:<ul style="list-style-type: none">Virucide disinfectant70% ethanol sanitizing liquid
Textiles – Linens, towels etc	<ul style="list-style-type: none">• Hot wash cycle (60 degrees)• Regular laundry detergent

Hazards?	Who might be at risk and how?	Risk			Controls?	Any further actions?	Risk Factor		
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<p>Person to person contact during COVID 19 pandemic (staff and guests)</p>	<p>Who: Holiday guests; Vulnerable groups – elderly; pregnant staff; those with existing underlying health conditions; Cleaning Staff; Maintenance staff</p> <p>How: Becoming infected with COVID19 and further spread the infection</p>				<p>Government guidelines followed about PPE for housekeeping staff</p> <p>Staff to wear items such as disposable gloved, aprons and masks which should be changed between cleans.</p> <p>Staff should have access to hand sanitiser and wash hands regularly.</p> <p>Additional guidelines can be found: https://www.hse.gov.uk/coronavirus/ppe-face-masks/index.htm#ppe-non-healthcare</p> <p>Social distancing protocols being followed by all staff at all times.</p> <p>Hand washing facilities with soap, water and disposable paper towels in place.</p> <p>Frequent hand washing taking place.</p> <p>Gel sanitisers available to all employees and in any area where washing facilities not readily available.</p>	<p>Minimise contact between parties.</p> <p>Ensure guests and welcome staff understand social distancing guidelines.</p> <p>Provide a pre-arrival/ departure pack for guests explaining procedures. (Touch Stay App or email)</p> <p>Ensure guests are not present during any interim cleans</p> <p>Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)</p> <p>Ensure all amenities packs are single packaged items</p> <p>Awareness and communication to guests staying at Helm Flats Social distancing signs in communal areas.</p> <p>Hand wash signs in all properties.</p>			

				<p>Changing bed linen</p> <p>Care to be taken when removing linen – DO NOT SHAKE LINEN – remove using gloves and use clean gloves when replacing fresh linen.</p> <p>Pillow and mattress protectors will be removed and washed between stays.</p> <p>All Estate vehicles to have hand sanitiser in them.</p> <p>Key safe key collection only</p> <p>Guest reassurance by providing essential items and publishing Risk assessments and policies on websites.</p> <p>Waste disposal will be regulated and collected on changeover days only (Friday's). Bags will be tied and removed by Estate staff.</p> <p>Guests are responsible for removing their own waste to outside of the property Recycling areas will be clearly marked.</p>	<p>Duvets to be sprayed with disinfectant spray. In the case of suspected or confirmed covid infection duvets will be removed and left for 72 hours before being professionally cleaned, disinfected and brought back into circulation</p> <p>Key fobs wiped after each stay</p> <p>Clean and safe rating from guests when they depart – feedback from guests to inform and help improve provision.</p> <p>Waste should never be left outside of a bin.</p> <p>Government or SLDC guidelines should be used for disposal of hazardous waste</p> <p>https://www.southlakeland.gov.uk/bins-and-recycling/hazardous-and-clinical-waste/</p>		
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<p>Member of Housekeeping staff not fit for work and infected with COVID 19</p>	<p>Who: Holiday guests; Vulnerable groups – elderly; pregnant staff; those with existing underlying health conditions; Cleaning Staff; Maintenance staff; anyone the infected person has come into contact at less than 2 metres for more than 15 minutes.</p> <p>How: Increased risk of spread COVID 19 by accessing the property for cleaning.</p>			<p>Member of staff to inform Matson Ground Estate Company immediately.</p> <p>Member of staff would be removed from their task and to return home or to their place of residence to self-isolate.</p> <p>https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection</p>	<p>Create an ongoing checking and communication culture for staff health and wellbeing</p>		
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<p>Cleaning regimes not effective</p>	<p>Who: Holiday guests including Vulnerable groups – elderly; pregnant; those with existing underlying health conditions; Cleaning Staff; Maintenance staff</p> <p>How: Contaminated accommodation resulting in increased risk of spread of COVID 19 through not cleaning or sanitising the property correctly.</p>				<p>Checklist and guidelines given to Housekeeping service</p> <p>Stocks of PPE and cleaning products checked and kept in good supply.</p> <p>The Housekeeping service we use will provide bags for safe removal and transport of bedding by their staff</p> <p>All third party cleaning team members are given the correct protective clothing and training by the Housekeeping service on how to use correctly and instructions on handwashing, protective clothing disposal and their well being</p>	<p>Period review of cleaning plan and checklist.</p> <p>Review efficiency of cleaners' time and adjust cleaning protocols to focus on higher risk areas.</p> <p>Review cleaning of kitchen equipment and adjust protocol to include third party cleaning of crockery to reduce load.</p> <p>Create a maintenance checklist that all third party cleaning staff have to sign on each clean, any issues to be flagged and dealt with before the guests arrival</p> <p>Ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken.</p> <p>Importance of high risk touch points:</p> <ul style="list-style-type: none"> • Door handles • Light switches • Kitchen surfaces where food is prepared • Bathroom surfaces • Toilets • Taps • bannisters <p>Cleaning protocol to be checked periodically by MGECL representative to ensure procedures are fit for purposes and get feedback from cleaning staff.</p> <p>Ensure all cleaning materials are clean and fit for purpose</p>			
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<p>Dealing with a guest who is unwell or infectious outbreak in your property</p>	<p>Who: Holiday guests; Vulnerable groups – elderly; pregnant staff; those with existing underlying health conditions; Cleaning Staff; Maintenance staff</p> <p>How: The spread of the COVID 19 infection and possible virilant local outbreak</p>				<p>‘What to do if you suspect you, as a guest, are ill or have an infectious outbreak...’ information in digital welcome pack including relevant phone numbers and actions required.</p> <p>Video call/ call to guests to clearly understand the situation and if the guests are able to return home.</p> <p>Guest who may be due to arrive the following week are to be contacted and relocated into an empty Matson Ground Holiday cottage available and if acceptable. (or other available cottage which Matson Ground can source) if</p> <p>Offers of rebooking or refunds will be issued appropriately.</p>	<p>Build into ‘Matson Ground Coronavirus Policy and Guidelines’ the cost and requirements if a guest has to extend their stay through illness for self-quarantine</p> <p>Delivery of clean linen and linen bag for the guests to place used linen in (leave this in the property)</p> <p>Delivery of medicines, food supplies and extra cleaning materials being sure to leave them outside of the property</p> <p>Place an emergency body fluid kit in the property for the guest to use in these circumstances</p> <p>Additional advice can be found here https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers</p>			
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<p>If I am contacted by NHS Test and Trace</p>	<p>Who: Holiday guests;</p> <p>How: Guests may be contacted because they have been in contact with someone who has tested positive for Covid 19 and they do not live in the same household.</p>			<p>If a guest is notified by NHS Test and Trace that they have been in contact with a person who has had a positive test result for COVID-19, they must inform Matson Ground Estate Company immediately and follow the guidance on self-isolation.</p> <p>The Guest contacted should make plans to return home using private transport. If no one else in the party has been contacted, they may remain for the duration of the booked stay.</p> <p>Offers of rebooking or refunds will be discussed appropriately on an individual case basis.</p>	<p>Additional advice can be found here:</p> <p>https://www.gov.uk/government/publications/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person</p>		
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Housekeepers Check List for Cleaning

All surfaces are to be cleaned first, then disinfected

Consideration should be taken to address the impact of children as well as adults: touching lower wall heights and parts of furniture.

Area to be cleaned	Notes
Entrance	To be done on arrival and last thing before departing
Key safe box cleaned	
Keys cleaned	
External handles wiped and disinfected	
Communal Areas	Concentrate on areas most likely to be touched at adult and child shoulder level
Internal doors and door furniture wiped and disinfected	
Wipe down walls (children's handprints)	
Light and power switches wiped and disinfected	
All Surfaces wiped and disinfected	
Bannisters wiped and disinfected	
Windows latches and stays wiped and disinfected	
Floors hoovered and sprayed with virucide disinfectant mist	
Living Spaces	Change plastic bags for all remote controls
Electrical equipment, wifi hub wiped down	
remote controls wiped down	
Soft furnishings and curtains sprayed	
Mirrors cleaned	
Windows latches and stays wiped and disinfected	
Carpets hoovered and sprayed with virucide disinfectant mist	
Hard flooring hoovered and mopped with virucide disinfectant	
Empty Bins and disinfect	
Kitchen	
Doors and door furniture wiped and disinfected	

High level surfaces dusted	
Light and power switches wiped and disinfected	
All surfaces and furniture, including skirting boards wiped and disinfected	
Windows latches and stays wiped and disinfected	
Hard flooring hoovered and mopped with virucide disinfectant	
Empty Bins and disinfect	
Washing machine / dish washer / microwave / kettle / toaster: clean and sanitise doors, handles and controls	
Oven and hob: clean and disinfected surfaces, doors, handles and controls	
Fridge: clean and disinfected inside and out, including handle	
Pans, crockery, utensils ALL to be washed in the dishwasher	Every item to be run through a short cycle
Drawers and cupboards wiped and disinfected	
Floor hoovered and mopped with virucide disinfectant	
*Clean and disinfect highchair if known to be used	
Bedrooms	
Internal doors and door furniture wiped and disinfected	
High level surfaces dusted	
Light and power switches wiped and disinfected	
All surfaces and furniture, wiped and disinfected	
Drawers and cupboards wiped and disinfected	
Soft furnishings and curtains sprayed with virucide disinfectant mist	
Mirrors cleaned	
Windows latches and stays wiped and disinfected	
Carpets hoovered and sprayed with virucide disinfectant mist	
Empty Bins and disinfect	
Strip beds (if not already done)	Include mattress and pillow and duvet protectors DO NOT SHAKE THE LINEN remove in a plastic bag.
Bathrooms	
Internal doors and door furniture wiped and disinfected	
High level surfaces dusted	
Light and power switches wiped and disinfected	
Clean tiles	
Clean shower / bath / sink including pedestals and splashbacks	
Clean and sanitise taps	
Clean plugholes and pour disinfectant down	

Clean and sanitise toilet bowl using a toilet brush to agitate the cleaning process and include under the toilet rim	Keep toilet lid closed when flushing to avoid spray of droplets.
All surfaces and furniture, including skirting boards wiped and disinfected	
Soft furnishings and curtains sprayed	
Mirrors cleaned	
Windows latches and stays wiped and disinfected	
Carpets hoovered and sprayed with virucide disinfectant mist	
Hard flooring hoovered and mopped with virucide disinfectant	

MAINTENANCE	
Outside Space	
Disinfect bin lids	
Spray outdoor furniture and any touch points on entrance gates	
Clean Barbeques	Replace grill if used and rotate with clean ones from store
Log Baskets	
Refill with one bag for use	A small amount of Additional wood can be kept in outdoor buildings and is free for the guests to use. Replenish with each stay if used.
First Aid boxes/Biohazard Kits	
If left out by guest check if any items need replacing	Missing items to be reported to replace