



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

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

Date	July 2021
Users	Housekeeping staff; holiday guests
Assessor	R Thomas
Review	As necessary and on a regular basis

Covid-19 is an illness that can affect your lungs and airways. It is caused by a virus called Coronavirus.

COVID-19 is a disease which is caused by the SARS-CoV-2 virus, which can be passed via respiratory secretions. COVID-19 and its associated variants is now a virus which is globally widespread. For more information on Variants of Concern (VOC) and Variants under Investigation (VUI) follow the following link:

<https://www.gov.uk/government/publications/covid-19-variants-genomically-confirmed-case-numbers/variants-distribution-of-case-data-9-july-2021>

The way to control this virus is the same, whatever the variant. It will not spread if one avoids close contact with others: Wash hands, wear a mask, keep a suitable distance from others, particularly in crowded areas, keep your holiday home well ventilated.

This is a **generic Risk Assessment** for housekeeping staff and guests staying on The Matson Ground Estate. It does not cover all scenarios and each guest should consider their own unique circumstances. This Risk Assessment is published on our websites:

www.matsonground.co.uk

www.birkdalewindermere.co.uk

From 19 July 2021 all restrictions in England are due to be lifted and England will move into Step 4 of the Roadmap. The Government will continue to manage the risk of serious illness from the spread of the virus, but the new phase in the Government's response to the pandemic, moves away from stringent restrictions towards advising on how to protect oneself and others, alongside targeted interventions to reduce risk. For full information on the Governments Summer Response please follow the links below:

<https://www.gov.uk/government/publications/covid-19-response-summer-2021-roadmap/covid-19-response-summer-2021>

<https://www.gov.uk/government/publications/covid-19-response-summer-2021-roadmap/moving-to-step-4-of-the-roadmap>

Matson Ground Estate Company Ltd remain committed to a safe environment:

- Our Housekeeping Service is Crystal Clean:

<http://www.crystalcleancumbria.co.uk/>

- Matson Ground Holiday Cottages continue to fulfil the criteria for the 'Good To Go' Visit Britain Accreditation.
- The following basic steps will minimise the risk for people responsible for cleaning, whilst ensuring the accommodation is safe for new guests:
 - Provide the correct cleaning products for all housekeeping staff.
 - Ensure the rooms/property is ventilated whilst cleaning.
 - Continue to keep guest contact to a minimum.
 - Contact-free check-in is available in all properties.
 - All relevant information that guests need ahead of their arrival, will be available on the Touch Stay App.
- If a staff-member displays symptom of Coronavirus or live in a household where someone else has symptoms, that person must not enter the rental property.

Coronavirus is spread through the air by droplets and smaller particles (known as aerosols) that are exhaled from the nose and mouth of an infected person as they breathe, speak or cough. They behave in a similar way to smoke but are invisible. Most virus transmissions happen indoors. Being indoors, with no fresh air, the particles can remain suspended in the air for hours and build up over time. It is recommended to

- open windows for short, sharp bursts of 10 to 15 minutes regularly throughout the day
- leave windows open a small amount continuously.
- Airing indoor spaces is particularly important if you have visitors such as our maintenance staff or cleaners.

What are the hazards?	Risk H/M/L	Who might be at risk?	Controls Required	Additional Controls	Risk with controls in place
<p>Spread of Covid-19 Coronavirus</p>	<p>H</p>	<ul style="list-style-type: none"> • Holiday guests • Vulnerable groups – elderly; pregnant staff; those with existing underlying health conditions. • Staff/contractors 	<p><u>Hand Washing</u></p> <ul style="list-style-type: none"> • Soap is provided in all bathrooms <p><u>Cleaning</u></p> <ul style="list-style-type: none"> • Robust cleaning of all properties by our Housekeeping service. • Guests encouraged to strip beds before they depart and leave for housekeeping staff to bag up as necessary. • Cleaning packs provided to customers with items needed for length of stay contained in ready prepared box. <p><u>Social Distancing</u></p> <ul style="list-style-type: none"> • Avoid crossover with guests using self check in arrangements and key safes. 	<p>Masks will be made available to wear.</p> <p>Good ventilation in the cottages is recommended.</p>	<p>L</p>

<p>Member of Housekeeping staff infected with COVID 19</p>	<p>H</p>	<ul style="list-style-type: none"> • Holiday guests • Vulnerable groups – elderly; pregnant staff; those with existing underlying health conditions. • Staff/contractors 	<p>Crystal Clean to inform Matson Ground Estate Company at the earliest opportunity.</p> <p>Member of staff would be removed from rota and to return home to self-isolate as directed.</p>	<p>Any prolonged contact with other staff to be ascertained and to self isolate as appropriate</p>	<p>L</p>
<p>Dealing with a guest who is unwell or infectious outbreak in your property</p>	<p>H</p>	<ul style="list-style-type: none"> • Holiday guests • Vulnerable groups – elderly; pregnant staff; those with existing underlying health conditions. • Staff/contractors 	<p>Guest to inform Matson Ground immediately and arrange 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>L</p>
<p>Outbreak at Matson Ground Estate</p>	<p>H</p>	<p>Housekeeping staff, guests and anyone they may have been in contact with.</p>	<p>We will employ the following steps:</p> <ol style="list-style-type: none"> 1. Identify: We may be informed of a confirmed case of COVID-19 by NHS Test and Trace, an employee, guest or visitor 2. Report: Matson Ground Estate Company will disseminate information to all those concerned. 3. Respond: assess the risks and identify the most appropriate actions to take. 	<p>We may be put additional actions in place:</p> <ul style="list-style-type: none"> • enhanced hygiene, hand washing and cleaning regime • increased staff and visitors' awareness and adherence to MGECL's preventative measures • Increased lateral flow testing for Housekeeping staff. 	<p>L</p>

<p>Notification by NHS Test and Trace</p>	<p>M</p>	<ul style="list-style-type: none"> • Housekeeping Staff • Holiday guests 	<p>If Housekeeping staff or guests are 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 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>Guidance is available which explains what you should do if the NHS Test and Trace service notifies you. This will be because you have been identified as a contact of a person who has tested positive for Covid-19 and you do not live with that person.</p> <p>The NHS Test and Trace service will notify you by text message or phone.</p> <p>Offers of rebooking or refunds will be discussed appropriately on an individual case basis.</p>	<p>L</p>
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