

Property Name	Heritage Mews in Stratford-upon-Avon
Date of Assessment	22 April 2021
Assessment Carried out by	Val Broke-Smith

Date of Next Review:	Ongoing, taking into account updates in Government guidelines and advice.
Notes:	Heritage Mews is a self-contained 2 bedroom town cottage with its own private entrance and private back garden. It accommodates a maximum of 3 guests. It is personally managed by the owners, Val and Simon Broke-Smith.

What are the Hazards?	Who Might Be Harmed and How?	What are you already doing to control the Risk?	What further action do you need to take to control the risk?	Risk Factor / Urgency		
				High	Medium	Low
<b>Person to person contact during COVID 19 pandemic (Host and guest)</b>	Becoming infected with COVID19 and further spread the infection	<p>Before arrival, we email guests with arrival and departure information, details of our Covid cleaning and sanitising protocol and our 'new normal' for the cottage (books and some decorative and kitchen items removed), to minimise the risk of infection. We ask guests to observe Government guidelines on social distancing and frequent hand washing or sanitising:</p> <p><b>Arrival information:</b> where to park; accessing the cottage, i.e. explanation of keys and key safe; house-keeping information including appliance and equipment instructions, rubbish disposal, how to control central heating, how to contact us. This is also provided in the cottage.</p> <p><b>Departure information:</b> we request guests open windows (if fine), put rubbish/ recycling in outside dustbin/receptacle, strip beds and put used linen and towels in tied plastic bags provided, and use dishwasher on maximum ("normal") setting leaving it unemptied at end of last wash.</p> <p><b>Welcoming guests:</b> if we meet guests personally on arrival, we do so outside the cottage, at least 2 metres distant, to provide an opportunity for guests to ask questions. We do not enter the cottage. Front door keys (sanitised) are already in the lock for guests to enter the cottage on their own.</p> <p><b>Guest information in the cottage:</b> We have 2 "Guest Information folders", which we rotate between guests, which provides all housekeeping information, local area</p>	We will keep updated on Government guidelines and regulations and put them into practice as and when required.			LOW

		<p>information and useful contacts (including doctors).</p> <p><b>NHS QR Poster and NHS poster “What you need to do if you fall ill with Covid-19 symptoms whilst visiting”</b> are displayed prominently in the cottage, together with our contact details (telephone numbers and email address).</p> <p><b>Contacting owners:</b> guests can email, or telephone us using the free line from the phone in the cottage at any time if they have any queries.</p> <p><b>Key safe:</b> If guests prefer, keys are provided in a key safe so they can let themselves in on arrival. Lights and heating are on as appropriate. We phone or email guests after arrival to answer any queries and to ensure customer satisfaction.</p> <p><b>For guests staying 2 weeks,</b> we provide a second set of linen (in the cottage when they arrive), asking guests to put used linen and towels in tied bags (provided) mid-stay, for us to collect from just inside front door on a pre-arranged day. An interim clean will only be provided if guests request it, whilst they are out.</p> <p><b>Maintenance:</b> any issues needing a maintenance visit will be arranged when guests are out, unless it is an emergency.</p> <p><b>Our ‘welcome tray’</b> contains only single packaged items, brought into the cottage after sanitising is completed.</p> <p><b>Sanitiser:</b> guests are provided with a bottle of hand sanitiser and virucide wipes to use when out and about and a spray /trigger bottle of food safe virucide (with instructions how to use) in the kitchen, with disposable gloves and paper towel roll, for sanitising worktops and hard surfaces.</p> <p><b>Named guests only:</b> under our Booking Terms &amp; Conditions we are provided with the names of all guests (a maximum of 3). Guests are not permitted to invite additional daytime visitors into the property without our prior written consent. This provides an additional safety net during the pandemic, further reducing the risk of spreading infection.</p>				
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<p><b>Cleaner / housekeeper not fit for work and infected with COVID 19</b></p>	<p>Could spread COVID 19 through cleaning within the property</p>	<p>We clean the cottage at change-overs and deal with any maintenance issues personally. There are no staff. We ensure that we are well / do not have covid symptoms before working in the cottage and document this. We have received 2 doses of covid-19 vaccine. If outside / other cleaners / trades people are needed, we would check/ensure they are well and without Covid symptoms.</p>			<p>Low</p>
<p><b>Cleaning regimes not effective / fit for purpose</b></p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>We clean the cottage at change-overs personally. There are no staff. We follow PASC's approved Covid cleaning protocol and use PASC's cleaning check list at each change-over. The protocol is a two stage process of first thorough cleaning and then disinfecting /sanitising key areas and items (see next point) with a food-safe virucide that conforms to EN 14476 and is known to be effective against SARS-CoV-2, the virus that causes Covid-19. We use disposable aprons and gloves, and disposable cleaning cloths or paper towel in accordance with the protocol, and wear face masks if needed.</p> <p>Some soft furnishings (throws, cushions) are removed. Others, including seat pads on dining chairs and sofa / armchair arm caps are rotated at change-over. We use a steam cleaner. Some items, e.g. glossy tourist booklets, magazines, books, games, ornaments are removed. Paper tourist leaflets are provided, based on research the coronavirus does not last more than 3 hours on paper and our change-over time is 5 hours.</p> <p>We check for maintenance issues at each change-over and deal with them on the day if possible, or at the earliest opportunity, taking into account the urgency and our guests' plans/wishes.</p>	<p>In the event we use outside cleaners, we will ensure that they are fully conversant with our cleaning protocol and understand how to protect themselves and guests from infection, by using disposable PPE, which we will provide (Gloves, aprons, face masks) and adopt rigorous hand washing and / or sanitising.</p>		<p>Low</p>
<p><b>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</b></p>	<p>Not cleaning or sanitising the property correctly</p>	<p>We carry out cleaning and sanitising the cottage at change-overs ourselves. We have drawn up a cleaning document detailing our</p>			<p>Low</p>

		<p>2-stage cleaning and sanitising protocol. To sanitise, we use a food-safe virucide, <i>Cleenol Virabact</i>, effective against SARS-CoV-2, the virus that causes Covid-19. The manufacturer states <i>"This product is effective against all enveloped viruses as defined in EN 14476:2013 + AC:2019. This therefore includes all coronaviruses and SARS-CoV-2."</i> Manufacturer's instructions on using it are strictly followed. We use PASC's cleaning check list of items and areas to be cleaned and then sanitised, focusing on touch points, key areas and items, e.g. door handles; light and power switches; remote controls (we have 2 TV remotes and rotate them between guests); banisters; bathroom surfaces, toilet bowl, cistern, lid and seat, bathroom cabinet; kitchen surfaces and equipment (worktops, appliance controls and handles, fridge-freezer inside and out, hob, extractor hood, toaster, kettle etc.); hard floors. The document explains the order in which sanitising is carried, to avoid re-contaminating sanitised areas, and the need to use clean disposable cleaning cloths or paper towels which are disposed of safely to avoid recontamination.</p> <p>We have 2 'Guest Information' folders which we rotate between guests.</p> <p>Kitchen crockery, saucepans, glassware, cutlery etc. are either rotated (a clean set brought in) or washed in the dishwasher or washed thoroughly by hand at each change-over. The number of each item (e.g. plates, bowls, cups, saucers, drinking glasses, cutlery, serving dishes) is reduced and some items removed.</p> <p>The vacuum cleaner and steam cleaner are fit for purpose.</p>				
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<p><b>Dealing with a guest who is unwell or infectious outbreak in your property</b></p>	<p>The spread of an infection outbreak</p>	<p>The NHS poster "<i>What you need to do if you fall ill with Covid-19 symptoms whilst visiting</i>" is displayed prominently in the cottage, together with our contact details (telephone numbers and email address). Guests are asked to contact us if they become ill so that we understand the situation. We will ensure they have read the NHS poster and explain they should go directly home if they can, but if they cannot and have to stay on, they will have to pay for the accommodation. In this case we will deliver clean linen and bags for used linen and check / ensure the guests have everything they need. We will provide details of supermarkets providing home delivery. An emergency body fluid kit is provided in the property for guests to use if needed.</p>				<p>Low</p>
<p><b>Incorrectly laundered bedding</b></p>	<p>Bacteria not killed off properly</p>	<p>We do the laundry in house. Our cotton bed linen and towels are washed at 60 degrees on a long wash cycle. Bed linen is steam ironed. Clean dry linen is stored in lidded plastic storage boxes or zipped bags.</p>				<p>Low</p>
<p><b>Changeover clean</b></p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Change-over cleans are only be carried out when guests have vacated the property. We ensure we are fit to work. Disposable aprons and gloves are used and face masks if required. Our cleaning and sanitising protocol and checklist is strictly adhered to.</p>				<p>Low</p>
<p><b>Legionella</b></p>	<p>Infection of Legionella from standing water if the property has been lying empty during Lockdowns and lack of use whilst in High Level Tiers</p>	<p>Before we reopened on 12 April (when our first guests after lockdown arrived), we flushed the toilet, ran kitchen, bathroom hand basin and bath hot and cold taps for at least two minutes. The showerhead was removed and the shower run for at least two minutes at a high temperature to ensure it was well flushed through. The showerhead was disinfected before being re-fitted by immersing it for at least an hour in Milton sterilising fluid. We have not had a gap of 2 weeks between bookings but in the event we do, we will repeat the above process. We will disinfect the shower head every 3 months.</p>		<p>High</p>		

## Notes on completion

Heritage Mews is a self-contained town cottage accommodating three guests. It is set back from the street behind a front garden in a quiet residential location, with few passers-by. Parking spaces for guests are within the private mews courtyards, which are open spaces. The cottage back garden, although small, is private and enclosed by fences and evergreen shrubbery. This means that guests will be able to follow social distancing rules very easily when arriving at and leaving the cottage during their stay, and safely enjoy the garden.

We personally manage all aspects of the cottage, including change-overs. Having been rated 5 star Gold Award by Visit England for many years, achieving 100% cleanliness every year, our long standing commitment to providing a very high standard of cleanliness for our guests is now extended to enhanced cleaning and sanitising during the coronavirus pandemic. Guests' safety and well-being is our priority.

We communicate with guests personally during the booking process. Guests can contact us at any time during their stay if they have any queries or concerns. We provide a free telephone line to our landline and mobile. We carry out change-over cleans and launder the linen ourselves. Being involved in and hands on at every stage of the guests' holiday experience ensures our guests understand what they can expect at the cottage and what is expected of them, thus minimising the risk of spreading infection.

Our personal management of the cottage, commitment to robust cleaning and sanitising procedures, combined with the location, size (sleeps number) and layout of the cottage, ensures the risk to guests of contracting covid-19 from staying in the cottage and spreading the virus is low.