

COVID-19 Risk Assessment for Penarth Guest House, carried out by Andy Sheppard, joint owner, (trained to perform Risk Assessments in previous employment).

Assessment reviewed and published on re-opening on 20th July 2020.

Potential Hazards:

Contamination of the premises by guests and/or owners, any of whom may be asymptomatic or develop symptoms whilst in situ.

Transmission of the virus between guests and owners.

Cleaning processes.

Transmission of the virus on bedding/soft furnishings.

Transmission of the virus to owners after guest's departure.

Who might be harmed and how:

All potential hazards may harm guests, owners, subsequent guests, their contacts, and the local populace, any of whom may be harmed by becoming infected with COVID-19 from a contaminated environment or airborne droplet infection.

Actions to Control Risk

A. Anyone exhibiting symptoms or has any reason to believe that they may have come into contact with the virus up to 14 days prior to their booking must follow the Government's instruction to self-isolate and NHS guidelines. Therefore, they should NOT travel to the premises.

In the event of any guest's place(s) of residence being subject to local lockdown(s), they should NOT travel to the premises. If an outbreak occurs at the property, or if we as owners become symptomatic or receive instructions to self-isolate, bookings may need to be cancelled with little or no notice.

Anyone in a vulnerable group as identified by the Government should follow the guidance applicable to them at the time.

If guests develop symptoms during their stay, they must inform us without delay, arrange to return home immediately, and self-isolate in their room until able to leave. As it may take time to obtain a test via the NHS 111 service, this should be done from their own home. Guests will be responsible for organising their own transport home, and will be liable for all costs incurred from an extended stay in the event that they are unable to return home and have to self-isolate in situ.

B. Guests should be aware of other occupants during their stay, and, unless all are part of a family or other 'social bubble' group, follow guidelines regarding social distancing, and endeavour to remain 2m apart from others. In order to maintain social distancing at breakfast, we are limiting occupancy to two rooms at any one time (unless one or more rooms have only one guest each).

We will stay 2m apart from guests whenever practical - however, due to the layout of the premises, during welcoming and at check-out closer proximity will be inevitable, but kept as brief as possible. Just as staff in retail environments are not required to wear face coverings, we ourselves do not feel it necessary to do so, but understand fully that some guests may choose to wear a mask.

As contactless payment is not possible, before handling the card reader/keypad to take payment, hands will have been washed in line with hygiene guidelines. Cash payments are also accepted.

If you need to speak with us during your stay, please either knock the door at the bottom of the stairs and then step back, or contact us via our mobile phone number. Please do not enter either the kitchen or utility room area at any time.

Breakfast will be served by us while observing distancing rules as far as practicable. Previously 'help yourself' fare such as cereals and fruit salad will be now pre-ordered in the same manner as the cooked menu items. Placemats, condiments, etc., will be table-specific, guests will be seated at the same table throughout their stay, and enhanced cleaning of the breakfast room will be carried out daily. We pride ourselves on always maintaining an extremely high standard of cleanliness, and on holding a 5-Star Food Hygiene Rating, along with BIIAB Food Safety in Catering certificates.

Our normal policy of no takeaway food in the rooms still applies – if guests bring back takeaway food to eat in the breakfast room of an evening, we will ask that they do so at 'their' table, and will as usual provide cutlery and plates on request, and clear and clean afterwards.

After all guests have left for the day or checked out, the two main touch points, ie., front door handles (interior and exterior) and staircase handrail will be cleaned and disinfected as appropriate - guests actually touch little else outside of their rooms, as pass-through interior doors routinely stand fully open, and interior communal area lighting is generally only switched on and off by ourselves.

Whilst we will service rooms as normally as possible once guests have gone out for the day - ie., replenish guest trays, empty rubbish bins, change towels as necessary - we will not touch/move personal items, eg., clothes, electricals, books, toiletries around the ensuite's sink, etc., but will instead work/clean around them.

Some soft-furnishing items normally present in rooms, such as cushions and bed runners, have been removed, in order to reduce the risk of virus transmission.

C. As guests may not exhibit symptoms for up to 14 days after they have left, we will treat every post-checkout room clean as if the guest were potentially infected.

A full 24 hours is being left between all bookings to allow a delay in cleaning both to reduce possible exposure, and provide time for un-hurried thorough cleaning and disinfection to be carried out. With 10.00am latest check-out and 4.00pm earliest check-in times, in effect the minimum gap is 30 hours.

All hard surfaces and touch points will be cleaned with the usual products dependant on location, followed by disinfection with an appropriate antiviral agent to BS EN 14476 standard, following the directions for use as specified by the manufacturer. Fixed soft furnishings - ie., headboards and curtains - will be steam-cleaned, and thorough vacuuming carried out once all other cleaning is completed.

All bed linen and towels will be laundered at 60 degrees C, with fresh bed linen and towels used for the next guests - previously standard practice for us anyway – but in addition, mattress and pillow protectors and valances will now be similarly laundered and rotated between guests. We will also continue our usual routine of turning and rotating mattresses, duvets and pillows between each use.

D. If a guest becomes (or we suspect has been) symptomatic, after departure we will, if possible, isolate their room for 72 hours before carrying out the cleaning procedure as outlined above. In addition, we will launder the pillows and duvet.

When it is not possible to isolate the room - eg., we cannot accommodate the incoming guests in an alternative room due to other bookings, or because a guest is physically unable to access an upstairs room, then along with the above-outlined cleaning procedure all bed linen and towels will be bagged before removal from the room, and stored for 72 hours before laundering; similarly, rubbish will be double-bagged and stored for 72 hours before normal disposal.