



Riverbank House Covid-19 Risk Assessment

Riverbank House, Derwent Avenue, Olde English Road, Matlock, DE4 3LX

Date carried out 7th May 2021

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

Potential Hazards

Person to person contact

Contamination of the property

Ineffective cleaning regime

Laundry

Who is at risk?

Host, staff, guests – in particular the vulnerable with underlying health conditions.

The local public.

What may be the harm?

Becoming infected with Covid-19 and spreading the infection.

Contaminated accommodation.

Who is at Risk:

Person to Person contact (host, staff and guest)

To minimise contact between the two parties we have the following procedures in place:

Booking, arrival and check out

- Check in is from 4.00 – 7.00pm.
- We are limiting our room rental to give guests and staff space to move around freely and within the social distancing recommendations.
- Each side of the house will have its own entrance door and dining room.
- Guests contact details will be taken prior to arrival. No registration form will be required on check in.
- Guests will be welcomed on arrival, at a safe distance. Staff/host will wear a face covering to minimise risk (if within 1-2M)
- Guests will carry their own luggage unless pre-arranged.
- If guests arrive with visible signs of Covid-19 they will not be permitted to enter.
- On entering the property, guests will be asked to use the hand sanitiser provided.
- There will be an envelope for the guest to collect, with their room key and arrival pack.
- The arrival pack will have information regarding breakfast (please see breakfast section)
- After check in, staff will not enter the guest's room during their stay and rooms will not be serviced.
- On Check-out we ask that guests open their windows prior to leaving their room.
- Check out is 10am.
- Room keys will be left on the dresser by the front door on the relevant side of the house.

Serving Breakfast

- We expect guests to follow government guidelines on social distancing.
- Breakfast will be pre-ordered on guest's arrival.
- We have two dining rooms and are able to space tables adequately
- Guests will book their breakfast time slots on arrival to enable us to maintain social distancing.
- Guests will have an allocated table.
- Individual portions of juice, cereals, fruit etc will be on guest's table to reduce touch and movement around the dining room.
- All hot food and beverages will be served to guests. Waiting-on staff will wear a face covering.
- Tables will be cleared at the end of service when all guests have left the dining room.
- Tables will be cleaned and disinfected.
- Table clothes are laundered at commercial laundry Abbey-Glen (see attached cleaning protocol)
- All crockery and cutlery will be washed in the commercial dishwasher after breakfast.

Cooking Breakfast

- Our cleaning protocol for the guesthouse, includes communal areas and the kitchen.
- We are adhering to the Food Standards Agency re-opening checklist during Covid-19
- We have designated areas of the kitchen for employees to work at a safe distance, as government guidelines.

Laundry

- Duvet covers, pillow cases all other misc in-house laundry will be machine washed at 60 degrees.
- White bed linen, towels and table linen are cleaned by Abbey Glen Textile Services (see separate Abbey Glen cleaning protocol).
- Abbey Glen linen will be left in the garage for collection. There is a hand sanitizer station in the garage for staff use.

Deliveries

- Meat is delivered to the door by local butcher EC Coates. Staff will collect this wearing a face covering and place in the utility room.
- Fruit, vegetables and eggs are delivered to the door by local greengrocer John Palin. Staff will collect wearing face covering and place in the utility room.
- Laundry is delivered and left in the garage store.

Cleaning and maintenance

- We will continue to maintain our extremely high standards of cleanliness at Riverbank House. In addition to this, we will be carrying out additional cleaning and disinfectant as per Government guidelines.
- We will use disinfectant spray which kills 99.999% of all known virus's as HSE guidelines.
- We have created a thorough cleaning plan/checklist for staff.
- When staff enter the property, they will wash hands.
- Staff will wear appropriate PPE
- Staff are fully trained in these practices.
- Cleaning of communal areas, kitchen and high touch areas will be carried out daily.
- Staff toilet will be disinfected daily. Staff will wash hands and use blue cloth to dry. Bin will be emptied daily.
- High touch areas such as door handles, light switches and bannisters will be cleaned regularly throughout the day.
- Change-over room cleaning will be carried out after check-out of guests.
- Linen will be put into separate bags.
- Unnecessary soft furnishings will be removed from rooms.
- Guests are asked to put their own rubbish in the bags provided and seal the bag prior to departure.
- Guests are asked to open windows before leaving their room.
- We ask guests to leave all used towels in the shower.
- Rooms will be left cleaned, disinfected and aired ready for the next guest.
- In the unlikely event that cleaning attention is required urgently within a bedroom, the relevant guest will need to vacate their room. The room will be disinfected prior to the guest returning.
- Maintenance issues will be carried out when guests are not in the property.

Guests showing symptoms of Covid-19 ?

- To protect our staff and other guests:
- If guests show symptoms of Covid-19 or we believe they have been in contact with the virus – up to 14 days before their booking – they must follow Government and NHS guidelines and self-isolate. These guests should not arrive at our property.
- If guests show symptoms of Covid-19 they must notify the host straight away and follow the government and NHS guidelines. These guests will be asked to leave the premises.