



## **Riverbank House Covid-19 Risk Assessment**

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

**Date carried out 26<sup>th</sup> June 2020**

<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

- Arrival and check in procedures will be emailed to guests on confirmation of booking.
- Check in is from 4.30 – 7.30pm.
- We are limiting our room rental by 50%, 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.
- All guests will be subject to a temperature check on arrival. Refusal to comply will result in non entry. As guidelines suggest, if temperature is above 38.6 degrees we will not allow the guest to stay. No payment for the stay will be taken.
- 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.
- We are leaving a suggestion sheet in each room to ask for feedback which we will collect from rooms.

## **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 min 1-2M apart
- 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.
- Our breakfast chef and staff will wear a disposable apron, face covering and gloves to prepare food.

## **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 protective gloves 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 protective gloves and place in the utility room.
- Laundry is delivered and left in the garage store. This will be left for a min of 6 hours before bringing into the property.

## **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 and use blue cloth to dry.
- Staff will wear appropriate disposable 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 after use. 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 1 hour after check-out of guests.
- Linen will be put into separate zipped bags.
- Unnecessary soft furnishings will be removed from rooms.
- Remote controls will have protective bags.
- Mattress and pillow protectors will be changed between each guest.
- 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 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 be out of the property. 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 have 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.