

Urrard Estate Self-Catering Properties

Cleaning Protocols

Risk Assessment carried out on 28/06/2020 by Claire Cannon House of Urrard LLP Urrard Estate Killiecrankie PH16 5LN.

The Risk Assessment has been carried out following the guidelines on the HSE (Health and Safety Executive) web site www.hse.gov.uk, ASSC approved templates and government guidelines.

Potential Hazards

- Contamination of the site by guests who are asymptomatic or who develop symptoms while in situ.
- Transmission of the virus between guests or between guests and staff /contractors/suppliers.
- Cleaning processes not appropriate or ineffective.
- Transmission of virus between team members.

Who is at Risk?

- Guests on site or with subsequent bookings particularly the elderly or those with underlying health conditions.
- Cleaning and Maintenance Contractors and their immediate families, particularly if they care for relatives who are elderly or have underlying health conditions.
- The wider public locally.

Actions to Control Risk

- Anybody who is exhibiting symptoms or who has any reason to believe they may have come into contact with the virus up to 14 days prior to their booking must follow the Government instruction to self-isolate and follow NHS guidelines. **Therefore, they should not arrive on site.**
- Anybody in one of the vulnerable groups identified by the Government should follow Government advice to self-isolate, they can contact the owners or the booking agent for help and advice with their booking. **They should not arrive on site.**

- Contractors who are exhibiting symptoms or who have any reason to believe they may have come into contact with the virus within the previous 14 days should not come on site and they should follow NHS guidelines.
- Any guest who exhibits symptoms whilst on site should contact the owners or booking agent straight away to advise them and return home immediately where they should request a Coronavirus test.
- We will ask guests to follow guidelines on social distancing. Urrard Estate has two self-catering properties and 5 tenanted properties, and is set in approximately 15 acres of lawn, meadow and woodland. It is relatively easy for guests to avoid contact with each other and other residents. It is also possible to have a relaxing holiday without leaving the site.
- Encourage guests to arrange for groceries to be delivered to their cottage or click and collect to avoid trips to the supermarket or bring them from home.
- Guests are advised that there may be severely restricted opportunities to eat out at this time and they should be prepared to fully self-cater, all eateries will require pre-booking, see www.visitscotland.org for more information or www.highlandperthshire.com

Attractions will also need to be pre-booked.

Changes Implemented to cleaning policy

We always strive to maintain extremely high standards of cleanliness at Urrard Estate.

Under normal conditions we also strive to maintain high standards of sustainability. We recognise that at this time some sustainable practices will need to be compromised. For example, washing and reusing cleaning cloths and using mostly natural cleaning products.

We promise to resume these practices as soon as it is safe to do so however for the duration of the Covid-19 outbreak we have decided to adopt the cleaning practices recommended by Health Protection Scotland (HPS) for Cleaning in Non-Healthcare Setting (Amber).

<https://www.hps.scot.nhs.uk/web-resources-container/covid-19-guidance-for-non-healthcare-settings/>

As guests may not exhibit symptoms until after they return home, we will treat every clean as if Coronavirus is present.

Therefore, we will:

- Use disposable cloths and mop heads.
- Clean with diluted chlorine bleach OR Virucidal disinfectant.

- Manage use of cloths to ensure no cross contamination.
- Pay particular attention to frequently touched surfaces such as door handles and handrails.
- Reduce the number of soft furnishings and covers provided so that we can rotate them and allow 72hrs for potential virus to die before they are returned to a property.
- Spray/disinfect remaining soft furnishings.
- Use a checklist to ensure all protocols are followed.

To Protect our Cleaning Team, we will:

- Ventilate all buildings for at least 15 minutes before cleaners enter.
- Provide suitable PPE such as rubber gloves, plastic aprons and facemasks.
- Limit the number of team members in any property to two at a time in fixed partnerships.
- Ask guests to strip their own beds and put used linen in bags provided.
- Ask guests to empty all bins and place tied bags into the external waste bins.
- Double bag all waste.

There is a delay of at least 72hrs before used linen is collected by the laundry service providing an adequate buffer to protect their staff.

This policy will be reviewed monthly until the Government advises that the Coronavirus threat has passed.

