

Managing Risk: Self-catering accommodation

HM Government Advice

Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures.

- Increasing the frequency of handwashing and surface cleaning (including disinfection of high footfall areas or common touchpoints and toilets/bathrooms).
- Instigate social distancing measures 2m or 1m with risk mitigation (where 2m is not viable).
- In relation to particular activities, consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between individuals.
- Taking measures to ensure the handover of keys to property can be done in a socially distanced way, ensuring that keys are cleaned.
- Ensuring that staff and contractors cleaning accommodation between stays follow full government handwashing guidelines and make a comprehensive checklist of all hand contact surfaces to be cleaned throughout the property at each changeover.

Further mitigating actions include:

- Keeping the activity time of any activity where social distancing cannot be maintained as short as possible.
- Reducing the number of people each person has contact with by using 'fixed teams or partnering'.

Share Risk Assessment

Our risk assessment will be available on our web site with a laminated notice to that effect in each self-catering unit. It will also be communicated to cleaning contractors.

Additional Applicable Considerations

Checking the latest government guidelines.

Managing Contacts

Objective: To minimise the contact resulting from visits to guest accommodation.

- Informing guests and contractors of guidance about visiting the premises prior to and at the point of arrival (including information on website and via agent).
- Implementing contactless arrivals procedure.
- Encouraging guests to use hand sanitiser or handwashing facilities as they enter the premises and regularly during their stay as they move between areas in the facility.
- Encouraging guests to arrive after cleaning contractors and staff have left the site.

- Schedules for essential services and contractor visits revised to reduce interaction and overlap between people i.e. only carrying out services on changeover day.
- Inform guests staying for two + weeks of the need to maintain social distancing with staff and contractors on interim changeover day.
- Making staff accessible to guests via agent, phone, and email.
- All payments are received via agent/online prior to arrival.
- Consider the cumulative impact of many venues re-opening in a small area.
- The opening up of the economy following the COVID-19 outbreak is being supported by NHS Scotland Test and Protect and NHS Test and Trace. We will assist this service by keeping a temporary record of customers and visitors for 21 days and assist both schemes with requests for that data if needed.

Providing and explaining available guidance

Objective: To make sure people understand what they need to do to maintain safety.

- Providing clear guidance on social distancing to people both before arrival and on arrival, for example through signage, visual aids, on our website.
- Providing written or spoken communication of the latest guidelines to both workers and customers inside and outside the accommodation e.g. display posters or information setting out how customers should behave to keep everyone safe.
- Using signage (for example, posters or leaflets on basic hygiene practices such as handwashing) in each property.
- Informing guests about preventative measures being taken and other services they may require, for example, medical and pharmacy services available in the area.
- Informing guests that they should be prepared to remove face coverings if asked to do so by police officers and staff for the purposes of identification.

Staff and Contractors

- Consider who is essential to be on the premises.
- Plan for the minimum number of people needed on site to operate safely and effectively.

Social distancing at work

Objective: To maintain social distancing wherever possible for workers, on arrival and departure and while people travel through the workplace and to enable handwashing upon arrival:

- Reducing movement by assigning fixed team (of 2) to each self-catering unit.
- Cleaners to report directly to assigned s/c unit.
- Multiple well-spaced parking sites available.

- Multiple handwashing facilities (or hand sanitiser) available.
- Cleaners to remain in allocated property for breaks or use safe outside areas.
- Contractors remain on site on changeover day due to remote site.
- Discourage contact between contractors and any guests still on site due to fortnight bookings.

Accidents, security and other incidents

Objective: To prioritise safety during incidents.

- In an emergency, for example, an accident, provision of first aid, fire or break-in, people should not have to stay the recommended distance apart if it would be unsafe.
- People involved in the provision of assistance to others should pay particular attention to cleaning measures immediately afterwards including washing hands.

Before reopening

Objective: To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including:

- Assess all areas that have been closed, before restarting work.
- Undertake procedures designed to mitigate legionella risk.
- Cleaning procedures and providing hand sanitiser, before restarting work.
- Opening trickle vents or windows where possible.

Keeping the site clean

Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces.

Steps that will usually be needed:

- More frequent cleaning of objects and surfaces that are touched regularly (including door handles, or switches) and making sure there are adequate disposal arrangements for cleaning products.
- Maintaining good ventilation in the work environment. For example, opening windows and doors frequently, where possible.
- Wedging doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors.
- Follow guidelines to manage a situation with an unwell guest. If a guest is symptomatic the whole party should return home if it is safe to do so.

- Inform guests about our policy for COVID-symptomatic guests, via agent, on website, on arrival instructions/notice board.
- In the event of having a COVID-symptomatic guest, agree next steps with the guest at the earliest opportunity, ensuring no onward risk of infection to other guests or workers.
- Remove items that are likely to be regularly touched by lots of different people, books, games, objet d'art.
- Encourage guests to bring their own books and pass-times.
- No mid-stay cleaning service offered for fortnight bookings.
- When cleaning a room, focus on cleaning of all hand contact surfaces in rooms. This could include, but is not limited to, light switches, bedside tables, remote controls, taps, flush handles and toilet seats, door handles – inside and out, hair dryer handles, iron and ironing board, wardrobe doors, kettle handle and lid, heater controls.
- Towels and linens provided by professional laundry service.

Hygiene: handwashing, sanitation facilities and toilets for consumers

Objective: To help everyone keep good hygiene through the working day.

Steps that will usually be needed:

- Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely and hands washed after binning, or sneeze into your arm if a tissue is not available.
- Providing regular reminders and signage to maintain hygiene standards.
- Providing hand sanitiser and additional cleaning products so guests can exercise their own duty of care.

Personal Protective Equipment (PPE) and Face Coverings

When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then

you should provide this PPE free of charge to workers who need it. Any PPE provided should fit properly.

Inbound and outbound goods

Objective: To maintain social distancing and avoid surface transmission when goods enter and leave the site.

- Adjusting the way things are brought onto site and put away to create space for social distancing.
- Using non-contact deliveries where the nature of the product allows for use of electronic pre-booking.
- Reduce frequency of deliveries, for example by ordering larger quantities less often.
- Where possible and safe, having single workers load or unload vehicles.

