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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Assessment Details: Self Catering** | | | | | | | | | |
|  | | | | | | | | | |
| **QT Reference No:** |  | | | **Date:** |  | | **Completed:** |  | |
|  | | | | | | | | | |
| **Business Name:** |  | | | **Address:** |  | | | | |
|  | | | | | | | | | |
| **Insurance Certificate:** | X | **Gas Safety Certificate:** | X | **Fire Risk Assessment:** | | X | **Carbon Monoxide Detectors:** | | X |

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| **Completion Guide** |
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| The example below demonstrates how this Risk Assessment works. Give the Severity (S) and Likelihood (L) a score based on the table below. Multiply (S) by (L) to create a risk score (R).  Score each job hazard rather than each control measure.   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Severity (S):** | **6** Multiple Death | **5** Single Death | **4** Major Injury | **3** Lost Time Injury | **2** Minor | **1** Delay | | **Likelihood (L):** | **6** Certain | **5** Very Likely | **4** Likely to Happen | **3** May Happen | **2** Unlikely to Happen | **1** Very Unlikely to Happen |   The figures will give a risk score between **0** and **36**:  **0-10** low risk (Green), **11-20** medium risk (Amber) and **21-36** high risk (Red).  Focus should be placed on any high risk areas and where risk can be mitigated. |

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| **Job Hazard Exposure / Detailed Hazard** | **Possible Harm  and Effects** | **Planned Controls** | **QT Recommended Controls / Information**  **(In Priority Order)** | **S** | **L** | **R** |
|  | | | | | | |
| **Person to person contact during COVID-19 pandemic (Host and guest)** | Becoming infected with  COVID-19 and further spread the infection |  | Health questionnaire sent to arriving quests.  Minimise contact between the two parties by suspending physical welcome meeting.  Provide a pre arrival/ departure pack for guests explaining procedures  Place key in a key lock and supply pin number  Host to video call or phone the guests after guest arrival to ensure customer satisfaction and to answer all queries  Suspend all linen changes and interim cleaning services (provide linen packs)  Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)  Provide a FAQ document on all aspects of the property for example:  When bin day is  How the boiler works  How to switch the heating on  How the cooker works  This will minimise any visit to the property  Suspend amenities packs unless all single packaged items  Have an illness during stay reporting and useful contact numbers in the property  Have a post stay health questionnaire |  |  |  |
| **Cleaner / housekeeper not fit for work and infected with COVID-19** | Could spread COVID-19 through cleaning within the property |  | Create an ongoing checking system and document for staff health / wellbeing |  |  |  |
| **Cleaning regimes not effective / fit for purpose** | Contaminated accommodation / spread of COVID-19 |  | Create a cleaning schedule that all  cleaning staff must adhere to and sign for each clean  Create a cleaning checklist that all cleaning staff must fill in and leave in property for transparency  create a maintenance checklist that all cleaning staff have to sign for on each clean, any issues to be flagged and dealt with before the guests arrival  in-depth ongoing staff training to ensure knowledge, clear understanding, and skills of every task undertaken  Cleaning standards checks by second person  All cleaning team members are given the correct PPE and training on how to use correctly and instructions on handwashing, PPE disposal and their well being |  |  |  |
| **Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded** | Not cleaning or sanitising the property correctly |  | Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example  Touch points, door handles, banisters, surfaces, bathrooms  What should be disinfected, floors, walls  Ensure all cleaning materials are clean and fit for purpose  Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way  Put a health & safety file together with all cleaning products used and for what purpose, COSHH sheets if require, all previous cleaning / maintenance schedules for the accommodation and all risk assessments |  |  |  |
| **Dealing with a poorly guest or infectious outbreak in your property** | The spread of an infection outbreak |  | Place a what to do if you suspect you as a guest are poorly or have an infectious outbreak document in the property including relevant phone numbers and actions required  Video call/ call the guests to clearly understand the situation and if the guests need to extend their stay and for how long  Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness  Build a relationship with fellow property owners (buddy system) to see if arriving guests can be relocated into one of these properties if original booking cannot be fulfilled due to guest illness  Deliver clean linen and linen bag for the guests to place used linen in (leave this in the property)  Deliver, medicines, food supplies and extra cleaning materials to the outside of the property    Place an emergency body fluid kit in the property for the guest to use in these circumstances  On guest departure if possible do not enter the property for 72 hours (if you have to enter, use correct PPE)  Contact a specialist cleaning company to come and fog the property |  |  |  |
| **Incorrectly laundered bedding** | Bacteria not killed off properly |  | Use cotton/ linen bedding and wash on a full 60 degree wash cycle (not a quick wash) |  |  |  |
| **Changeover clean** | Contaminated accommodation / spread of COVID-19 |  | All change over cleans can only be completed once the guests have left the property  Cleaner has filled out the fit for work document  All PPE is available to cleaner  All cleaning / maintenance procedures are adhered to and documented accordingly |  |  |  |