

St Peters Court

A Real Home from Home.....

Accommodation Walcott Road Bacton Norfolk

Health & Safety Requirements under Covid-19

Lead Guest

Dear Lead Guest,

Whilst I appreciate that you and your party are here to have a relaxing time on holiday, I am writing to inform you as the owner that there will now be many further Health & Safety Responsibilities that fall upon your shoulders whilst the UK comes out of lockdown.

I would like you to consider duties that you have towards the rest of your party, my staff and the community in general.

I have done a brief risk assessment, but a lot of the responsibility effectively falls upon you as the lead guest.

There is a Health & Safety 'Staying Covid -19 Secure in 2020' document in the file, which can be used as a refresher for the main five steps to safer working together.

From a practical note, there will be some shared bathrooms/shower rooms and the current Government rules suggest one shower room or bathroom should be used for a Family Household or extended top those in that support bubble.

There are two staircases to the first floor, so a one-way system can be maintained if your circumstances require it.

The corridors are quite wide and you should be able in most incidents to maintain a reasonable social distancing whilst travelling through the property.

There are two lounges, one on the ground floor and one on the middle floor. The one on the ground floor is of a reasonable size and the Middle floor is quite large, so again social distancing should be possible, depending upon specific requirements.

The areas that may require vigilance for social distancing would be the kitchen and the dining room. Whilst the dining room is quite large there may need to be a shift pattern for eating or some good spacing of individuals, again depending upon personal circumstances of the party.

We have opened up a further bedroom on the ground floor to assist with the possibility of improved social distancing.

There are sanitisation units at every external door and we ask that you please use these on entering the premises.

If one of the guests displays symptoms of Covid-19.

You must inform me, as owner, if one of the guests thinks they have contracted Covid-19 prior to entering the property. They must report it for track and trace and get tested immediately. They must then isolate as required by track and trace. Under such circumstances none of the party will be allowed to enter the premises. All of the party will need to return home and probably self-isolate, but that will be decided by the track and trace team.

You must inform me, as owner, if one of the guests thinks they are showing signs of Covid-19 whilst at the premises and again follow the same reporting system as above. Under such circumstances the person and the whole party must leave immediately by private arrangement, if they are fit to do so. If not, but they are not bad enough to be taken to hospital they will need to isolate and arrangements made for the provision of food etc whilst they isolate. The down side of this is that the person will according to guidance be liable for payment of all rents whilst isolating at the premises.

If one of the guests displays symptoms whilst at the property, the Lead Guest must provide details of the whole party to be used for track and trace.

Many thanks for your co-operation in these unprecedented times.



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Covid-19

Risk assessment

Company name: St Peters Court

Assessment carried out by: R Collins FCCA

Date of next review: 03/06/2021

Date assessment was carried out: 03/06/2020

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Covid-19 Brought in by staff	Guests & Other staff	Staff communication regarding health, social distancing, hand washing/sanitisation and PPE.	Continual communication	Each staff member and owner	03/07/2020	03/07/2020
Covid-19 Brought in by Guests	Staff & Other Guests	Lead guest must report it and all guests must leave the property Immediately.	Ensure Lead Guest Understands this rule.	Lead Guest	Immediately upon realising a guest has Covid-19.	Constant monitoring required

Covid-19

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Guests Feeling Ill on arrival	Staff & other Guests	Guests must not enter property. Whole party must not enter the property and leave immediately.	Communicate with lead guest each week	The owner & Lead Guest	On each new arrival	On each new arrival
Guests Develop Covid-19 at the property	Other Guests & Staff	Lead guest must report it and all guests must leave the property immediately.	Ensure Lead Guest Understands this rule.	Lead Guest	Immediately upon realising a guest has contracted Covid-19	Constant monitoring required
Guests Contract Covid-19 from each other	Staff & other Guests	Lead guest must report it and all guests must leave the property immediately.	Ensure Lead Guest Understands this rule	Lead Guest	Immediately upon realising a guest has contracted Covid-19	Constant monitoring required

Covid-19

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Staff contract covid-19 from each other	Guests & other staff	Communicating with staff each week	Ensure any staff member displaying symptoms does not enter premises and self isolates.	Staff Member	Immediately upon realising a member of staff has contracted Covid-19	Constant monitoring required
Staff contract covid-19 from guests on changeover	Owner	All, keys sanitised. Only entering with one guest, social distancing in operation and mask plus gloves worn by both parties.	Follow procedure	Owner and Lead Guest	On each new arrival	On each new arrival

Covid-19 Addendum

Risk assessment

Company name: St Peters Court

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Staff Contract Covid-19

If staff contract Covid-19 and enter the property, they must immediately report it to the owner, report it for track & Trace and self-isolate as stipulated by Government Guidance.

If the staff member has entered the property within the last 72 hours, the owner will inform the Booking agents to cancel forthcoming bookings until the property has been fully deep cleaned after 72 hours and then sanitised and fogged with proper disinfectant by a professional cleaning company.

Guest Contract Covid-19

If a guest has either entered the premises with Covid-19 or shows symptoms whilst there, all the guests will all be asked to leave and the guest with the symptoms must leave via private arrangements if possible. If the person is too ill, but not ill enough to be taken into hospital they will need to isolate at the property and arrangements will need to be made for provision of food etc whilst in isolation. The Guest will have to pay the owner for this extended stay as per Government Guide lines.

Covid-19 Addendum

If a guest has entered the property within the last 72 hours, and has symptoms, and is well enough to leave, the owner will inform the Booking agents to cancel forthcoming bookings until the property has been fully deep cleaned after 72 hours and then sanitised and fogged with proper disinfectant by a professional cleaning company. This process will also be undertaken once the guest leaves if they have been isolating at the property.

Week By week basis

Cleaning/sanitising

On a week by week basis, the property will either be vacant for 72 hours before anyone is allowed to re-enter or if this is not feasible the property will be fogged with recommended sanitisation chemical by a professional cleaning Company.

All staff have been given sheets for specific duties which lists all cleaning items. The staff will therefore be able to socially distance by 2 metres on most occasions. Disposable gloves, overshoe coverings and face coverings are provided if required where social distancing will be broken.

There are sanitisers on each ground floor exit door for both guests and staff. Staff should sanitise each time they come into the property.

The staff do not use any of the toilets in the bathrooms. They have one shared toilet facility. They are encouraged to wash their hands using the soap dispensers provided, thoroughly and at least for 20 seconds regularly.

Covid-19 Addendum

One staff member is responsible for ensuring all property cleaning checks are done before guests enter. The staff member will ask other staff to redo anything that they are not happy with.

Washing and stripping of bed linen

Guests are being asked to strip all beds that they have used and bring them to the ground floor to avoid too much handling by staff.

Guests are also being asked to put all used towels in the same place.

As a minimum, all bed linen and Towels are being washed as per manufacturer's instructions and with the use of additional oxy products to improve wash and cleanliness and where possible being dried on an exterior line rather than in electrical driers.