

# COVID-19 Booklet and Risk Assessment V6



## DERWEN COACH HOUSE

BRYNDERWEN HOLIDAYS

Brynderwen, Llangadog, SA19 9BS

07816914572 | 01550 779244

Please refer to our guest information website version for hyperlinks (Password- Acorn)

[www.brynderwenholidays.com/guest-information](http://www.brynderwenholidays.com/guest-information)

**Address of property assessed:**

Derwen Coach House, Brynderwen, Llangadog, SA19 9BS

**Name and position of person undertaking the assessment:**

Emma Collingswood, Owner

Reference –

[Coronavirus: guidance for tourism and hospitality businesses for a phased and safe re-opening](#)

[Public Health Wales](#)

[Visit Wales](#)

**Date of assessment:**

30<sup>th</sup> July 2021

**Use:**

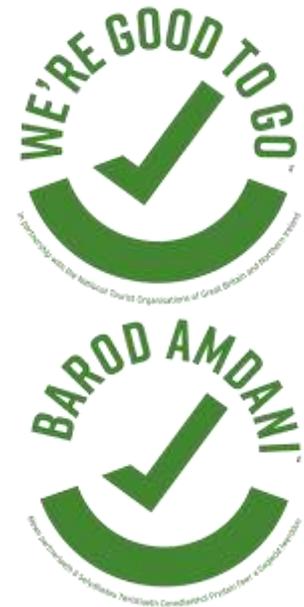
Self-Contained, self-catering property

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## INTRODUCTION – “WE’RE GOOD TO GO”

To tackle the spread of coronavirus, the Welsh Government made the Coronavirus Restrictions Regulations in March 2020, which is being updated as the situation changes. As a self-catering letting unit, we need to ensure that we comply with ongoing legal restrictions. We are proud to say we have achieved our “We’re Good to Go” status. This identifies that we are following government and industry COVID-19 guidelines, ensuring processes are in place to maintain cleanliness and aid social/physical distancing.



These restrictions are continually changing and as a result this booklet will be updated frequently and will be posted on our website. Please ensure you refer to most recent version as dated in the file title.

Processes, requirements and information within this booklet will also take precedence over those given in the Guest Information Booklet.

This booklet will explain the processes we have in place to reduce the risk of COVID-19 and its spread. It will identify important things you will need to know or do as a guest to help us, and the government meet control measures, guidelines and regulations.

If you have any questions or concerns please contact us:

[brynderwenholidays@gmail.com](mailto:brynderwenholidays@gmail.com)

Contact numbers:

- o Emma: 07816914572
- o Phill: 07977231833

- House: 01550 779 244

There are a range of useful websites in this booklet, which may be useful in planning your COVID-19 safe holiday.

## PRE-ARRIVAL

Please read all information provided, including the risk assessment at the end of the booklet.

Please complete and return the booking form. The booking form requests the names and a contact number of all guests and an address, and email of a lead group member. This is for our records and to support Welsh Government [Test, Trace, Protect strategy](#). The information you provide is subject to our data protection policy (GDPR protocols).

The number of households who can stay in self-catering accommodation in Wales is subject to periodic reviews, as informed by science and public health evidence. Please check [alert levels and restrictions](#) prior to travelling. You must contact us to rearrange your booking if you will not comply with governments legal requirements. If crossing borders check government advise from each region.

Currently there is no need to take a COVID-19 test prior to travel if you began your journey to Wales from England, Ireland, Northern Ireland, Scotland, the Isle of Man, Jersey or Guernsey. However, we ask that you monitor your health in the two weeks before you travel. If you are required to self-isolate and it will affect your booked holiday, please contact us as soon as possible, we can arrange to rebook your holiday for a later date. If traveling from outside of these areas you will be subject to regulations set out by the Welsh Government - [Rules for foreign travel to and from Wales: coronavirus \(COVID-19\)](#), please follow these carefully.

Although restrictions are being lifted gradually, this may change with immediate effect. Regularly check our website and Facebook for updates. You may wish to follow us on Facebook and Instagram for updates.

Changes to be aware of prior to arrival:

- Guest booklets and tourist information: Advice from PHS states that there is very low risk from contact with books etc. as long as cleaning and good hand hygiene is followed. Therefore, we will now be providing our welcome folder, manuals and tourist information as hard copies in the coach house as well as online ([Guest Information page](#) Password is – Acorn). Please also refer to the following websites for help planning your holiday:
  - [Discover Carmarthenshire](#)
  - [Visit Carmarthenshire](#)
  - [Visit Wales](#)
  - [Coronavirus: advice for visiting Wales | Visit Wales](#)
  - [Trip Advisor](#)

If you would prefer for these not to be left in the coach house please let us know before your arrival.

- No magazines, books, DVD's or games will be automatically provided. If you would like these either putting in the coach house prior to arrival or to collect during your stay please let us know.
- Consider government guidance and if PPE will be required during your stay e.g. facemasks. Currently it is still a requirement to wear a facemask in Wales in enclosed public spaces and on public transport). We will apply social distancing rules and provide you with antibacterial handwash, virucidal cleaning products and alcohol hand gel to help manage hygiene.

## HOUSEKEEPING CHANGE OVER

Prior to arrival the coach house is thoroughly cleaned to a high standard.

We have incorporated added cleaning processes and disinfection to reduce the risk of COVID-19. An example of our cleaning checklist is provided at the end of this booklet for your information (this is not in order of cleaning and may change depending on government and public health guidance).

Fresh bedding, cushion covers, bed linen, towels and dog towels and blankets are supplied. These are rotated between guest stays with a minimum of 72hrs between use.

All our laundry is washed in line with government recommendations.

We use virucidal disinfectant that have successfully passed test BS EN 14476 (2005) – Chemical disinfectants and antiseptics – Virucidal quantitative suspension test. We also supply virucidal cleaning products for you to use during your stay. Due to being on a private waste system we ask that you do not use bleach as it has a negative impact on the waste system microflora.

## ARRIVAL

Access to Derwen Coach House will not be permitted before 4.30pm on your day of arrival, unless otherwise arranged. This is to ensure that the housekeeping staff have adequate time to carryout COVID-19 cleaning requirements, ensure the coach house is ready and appropriate checks have been carried out and recorded.

As we live on site, we like to welcome guests to Brynderwen Holidays personally. However, we appreciate that there are now risks involved in doing so. We will therefore offer two types of check- in:

1. Face to face maintaining social distancing and hygiene (this will be the normal method unless otherwise requested). On arrival, please knock at the house and step back the required 2 meters. We will then explain outside how to access the coach house and any addition facilities.
2. Contactless self-check-in (this will be applied if requested, if weather is too bad to be outside or we are not available). Prior to arrival you will receive an email or message with arrival information that day and then a message or call after arrival to check customer satisfaction and to answer all queries.

Keys will be cleaned and left in the coach house.

If you have a preference on which check-in you would prefer, please let us know before arrival.

## DURATION OF STAY

## CONTACTING YOUR HOST

To reduce the risk of COVID-19 we have been asked to keep contact with guests to a minimum. If we do make contact in person, we will be adhering to current social distancing guidelines (currently 2m in Wales). If you have any questions or need to contact us at any time, please use the contact details below:

- Contact numbers:
  - Emma: 07816914572
  - Phill: 07977231833
  - House: 01550 779 244
- You are welcome to knock the reception door. Please maintain social distancing and apply hygiene measures.
- Email: [brynderwenholidays@gmail.com](mailto:brynderwenholidays@gmail.com)

In an emergency please firstly contact any necessary emergency service and then we suggest either contacting us via mobiles or knocking at the house.

## HYGIENE AND CLEANING

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### HAND WASHING AND SANITIZER

It is important when at the property and when out and about that you apply measures to help reduce the risk of COVID-19 transmission. Good hygiene and in particular hand washing are the primary first line of defense against COVID19. Please ensure all guests frequently wash their hands for 20 seconds using soap and hot water. At each sink in the coach house we have provided antibacterial soap for guests to use.

Hand sanitizer is provided at the entrance door and we request guests use this as they enter or leave the coach house. Please do not remove the large bottle of hand sanitizer from the coach house. We have provided a smaller individual bottle to use when you are out and about and take away with you. Hand sanitization should be in addition to hand washing and not instead of.

All containers/products are cleaned and rotated between guests with a minimum of 72hrs between use.

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### GATES

We have attached virucidal spray and hand sanitizer to each communal gate on the property please use these to spray the contact areas of the gate before and after use. Please use sanitizer hand gel before and after opening gates.

### CLEANING AND DISINFECTION

We ask that you take care to maintain cleanliness in the coach house during your stay. In particular please clean and disinfect high touch areas during and at the end of your stay.

When carrying out cleaning and disinfection please use the virucidal products provided. We will also provide disposable clothes and washing sponge.

If you run out of any products please let us know and we will try to replace them, subject to availability. Please do not use Bleach products where it may enter the water waste as it will affect our private waste system microflora.

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### DISHWASHING

Please use the dishwasher to clean dishwasher safe dishes and kitchen ware. This should be done on a hot cycle and not a cold short cycle. For anything that cannot go in the dishwasher, please use the washing up liquid provided and hot water, please take care not to scold or burn yourself.

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### BINS AND WASTE

Please ensure that waste is removed from the coach house and put in the appropriate external bin and where appropriate bags are tied/sealed. Sanitize/wash your hands before handling the outside rubbish bins and do the same afterwards before re-entering the coach house.

Recycling: Mixed recycling. Please ensure that you empty and wash recycling before putting in the bin - We recycle:

- Paper, card, plastic and metals
- Never put glass in your blue bags put it in the separate glass box provided

General Waste: Tie up house waste bin bag before putting in external black waste bin and bag.

Food Waste: All food waste can be recycled. Please use the food caddy in the kitchen with biodegradable liners. When full these can be tied and placed in the larger food bin outside.

External bins are situated behind the shed and oil tank.

## CHILDREN

Guests who are accompanied by children are responsible for supervising them at all times and ensuring they follow government safety measures.

## IN AN EMERGENCY E.G. ACCIDENT, SECURITY RISK OR INCIDENT

In an emergency, for example, an accident, fire or break-in, government advise is that people should not have to stay the recommended distance apart if it would be unsafe. If you or another person requires assistance during your stay all involved should pay particular attention to sanitation measures immediately afterwards, including washing hands.

## LOCAL COMMUNITY AND TOURIST ATTRACTIONS

We are very happy to be able to welcome visitors back to Wales and our local area. We ask that while visiting places and tourist attractions you exercise caution and follow business and government regulations. This will help protect you and our local communities from the spread of Corona Virus.

We encourage you to read and sign [Visit Wales safety promise](#).

Within Llangadog village the Post Office, butchers, grocery store, Red Lion, Castle Hotel (only drinks), Garden Centre, Café and Pet

food store are open with social distancing and hygiene measures in place.

A number of local visitor attractions have reopened. Before traveling to attractions and locations we recommend checking if they are open and if there are any changes in operating times or processes. The following websites may help in planning a safe Welsh holiday.

[Discover Carmarthenshire](#)

[Visit Wales](#)

<https://gov.wales/protect-yourself-others-coronavirus>

<https://www.adventuresmart.uk/>

## TRAVEL

Please check government public guidance on [safe travel](#). If you use public transport please follow government and transport company regulations and guidelines.

Trains: [Transport for Wales](#)

Buses: [Morris Travel](#)

Derwen Coach House has achieved cyclist and walker welcome certificates and can accommodate your needs.

## COVID-19 INFECTION

If anyone develops COVID-19 symptoms, then they should follow current [Government guidance](#) and inform us via phone.

[This includes self-isolate](#) immediately and [apply for a free COVID-19 antigen test](#). If well enough to do so all members of your party must

return home using the most direct route and not using public transport.

Visitors booking a stay in Wales should consider the cost implications around developing COVID-19 symptoms before making their booking e.g. cost of private transport or if you are required to self-isolate in the accommodation.

If you are required to continue to self-isolate in the coach house, there may be a cost for any extend stay to cover loss of earnings we cannot recoup.

## DEPARTURE

We would kindly ask that you depart by 10.30am on your last day unless otherwise arranged.

This is to ensure that the housekeeping staff have adequate time to carryout COVID-19 cleaning requirements and get the coach house ready for the next guests.

If the weather allows, we ask that you open windows and leave doors ajar to air the property before housekeeping entre. This reduces the chance of air borne virus in the property.

Waste and Bins: Please remove all waste from the coach house before departing. All bags should be securely tied.

Please leave the key on the coat stand.

We thank you for your support and hope you have a safe and enjoyable holiday.

Please see our Guest Welcome Book on how to leave electronic reviews or recommendations. We value you support in promoting us and Wales as a holiday destination.

## COVID-19 RISK ASSESSMENT

Property:	Derwen Coach House	Name of Assessor:	Emma Collingswood
Date of Assessment:	30 <sup>th</sup> July 2021	Date of next review:	27 <sup>th</sup> August 2021
Notes:			

What are the Hazards?	Who Might Be Harmed and How?	What are you already doing to control the Risk?	What further action do you need to take to control the risk?	Risk Factor / Urgency		
				High	Medium	Low
<b>Person to person contact during COVID 19 pandemic (Host and guest)</b>	Becoming infected with COVID19 and further spread the infection	Guests are provided with an electronic pre-arrival/ departure pack for guests explaining procedures. This covers frequently asked information. Guest also have host number which is obtainable 24/7. Picture frame notice in cottage with information of link to electronic	<p>Minimise contact between the two parties.</p> <p>Consider protective clothing for any welcome staff and ensure guests and welcome staff understand social distancing guidelines</p> <p>Guests will have received information on social distancing in pre arrival information.</p>			X

		<p>online copy of welcome book.</p> <p>Self-check in option- Host to video call or phone the guests after guest arrival to ensure customer satisfaction and to answer all queries.</p> <p>Check in using social distancing and hygiene measures</p>	<p>Any issues needing a maintenance visit to be arranged when guests are out of the property where possible (unless an emergency)</p> <p>Have an illness during stay reporting procedure and useful contact numbers in the property in a wipeable picture frame to limit contact from guests.</p> <p>Create clear signage for customers</p>			
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			<p>explaining the provisions in place, reminding of physical distancing.</p> <p>Putting virucidal spray and hand sanitizer on gates to spray before and after use.</p>			
<p><b>Cleaner / housekeeper not fit for work and infected with COVID 19</b></p>	<p>Could spread COVID 19 through cleaning within the property</p>	<p>Have back up staff/cleaning company</p>	<p>Create an ongoing checking system and document for staff health / wellbeing</p>			<p>X</p>

<p><b>Cleaning regimes not effective / fit for purpose</b></p>	<p>Contaminated accommodation / spread of COVID 19</p>	<p>Carry out detailed cleaning of all areas of the coach house using correct cleaning regimes, disinfection, sanitization and use of antiviral materials.</p>	<p>Create a cleaning plan that all cleaning staff must adhere to.</p> <p>Create a cleaning checklist that all cleaning staff must fill in</p> <p>Create a maintenance checklist that all cleaning staff use for any issues to be flagged and dealt with before the guests arrival</p> <p>In-depth ongoing staff training to ensure knowledge, clear understanding,</p>			<p>X</p>
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			<p>and skills of every task undertaken.</p> <p>All cleaning team members are given the correct protective clothing and training on how to use correctly and instructions on handwashing, protective clothing disposal and their well being</p> <p>Accreditation e.g. Good to Go</p>			
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<p><b>Incorrect / ineffective cleaning materials used / Cleaning regimes not recorded</b></p>	<p>Not cleaning or sanitising the property correctly</p>	<p>Ensure all cleaning equipment is PAT tested and fit for purpose and the being used in the correct way</p> <p>Health &amp; safety file together with all cleaning products used and for what purpose, COSHH sheets if required, all previous cleaning / maintenance schedules for the accommodation and all risk assessments</p>	<p>Put a cleaning requirement document together, clearly stating what should be sanitised within the property for example: Touch points e.g. door handles, banisters, surfaces, bathrooms and what should be disinfected, floors, walls.</p> <p>Dishwasher installed to clean kitchen equipment as appropriate at high temperature between guests. Kitchen equipment will be minimised to allow for this to</p>			<p>X</p>
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		Ensure all cleaning materials are clean and fit for purpose	occur timely. Guests will be asked to contact host if something is missing and will be delivered using social distancing and not entering property.			
<b>Dealing with a guest who is unwell or infectious outbreak in your property</b>	The spread of an infection outbreak		Place a what to do if you suspect you as a guest are ill or have an infectious outbreak document in the property including relevant phone numbers and actions required  Video call/ call the guests to clearly		X	

			<p>understand the situation and if the guests need to extend their stay and for how long</p> <p>Build into terms and conditions the cost and requirements if a guest has to extend their stay through illness for self-quarantine</p> <p>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</p>			
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			<p>cannot be fulfilled due to guest illness</p> <p>Deliver clean linen and linen bag for the guests to place used linen in (leave this in the property)</p> <p>Deliver, medicines, food supplies and extra cleaning materials to the outside of the property</p>			
<b>Incorrectly laundered bedding, towels, blankets and dog blankets and towels</b>	Bacteria not killed off properly	Alternate bedding, protectors, bed linen, towels, tea towels and sofa cushions covers between guests	<p>Steam iron bed linen</p> <p>Provide guests with option to bring own bedding if they prefer.</p>			X

		<p>with min 72hr between use.</p> <p>Wash bedding where possible on a full 60 degree wash cycle (not a quick wash) or 40 degree with tumble drying and ironed.</p> <p>Wash pillow and mattress protectors on a full 60 degree wash cycle (not quick wash)</p> <p>Wash tea towels and cloths on 60 degree wash cycle (not quick wash)</p> <p>Wash dog towels, blankets</p>				
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		<p>and bedding on a 60 degree wash cycle (not quick wash) Tumble dry where appropriate Iron bed linen on high setting</p>				
<b>Changeover clean</b>	Contaminated accommodation / spread of COVID 19	<p>All changeover cleans can only be completed once the guests have left the property</p> <p>Provide guests with cleaning and disinfectant supplies to encourage cleaning during and at end of stay</p>	<p>Cleaner has filled out the fit for work document</p> <p>All protective clothing is available to cleaner</p> <p>All cleaning / maintenance procedures are adhered to and</p>			X

		<p>Ask guests to empty internal bins and tie up securely in external bags and bins provided. To avoid cleaner dealing with waste.</p>	<p>documented accordingly</p> <p>Provide antiviral disinfectant in visitor cleaning supplies and ask that these are used and not alternatives.</p> <p>Supply individual 70%+ alcohol hand sanitizer for guests and encourage use and place at high touch areas where virus may enter e.g. entrance door.</p> <p>Extra change over time has been allocated to do checks.</p>			
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<p><b>Legionella</b></p>	<p>Infection of Legionella from standing water if the property has been lying empty</p>	<p>Flush the whole water system for two minutes or more. First flush your toilet, then let the kitchen taps and the hand basin taps run for two minutes or more to let both hot and cold water pass through.</p> <p>Flush the shower through If your shower has not been used for two weeks or more, disinfect the showerhead. The showerhead should be removed and</p>				<p>X</p>
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		<p>the shower run for two minutes. The showerhead should be disinfected before being re-fitted by immersing for at least an hour in any solution designed for cleaning baby feeding bottles (e.g. Milton). Showerheads should be regularly disinfected about four times a year.</p> <p>Finally, let any other taps run for two minutes.</p>				
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## CHECK LIST FOR CLEANING SELF-CATERING UNITS

**Date**

**Property Name: Derwen Coach House**

**Cleaned by**

**Signed**

Appropriate protective clothing should be worn when cleaning, and protective clothing should be changed between properties.

### **Cleaning Check List**

**All surfaces are to be cleaned first, then disinfected**

*Consideration should be taken to address the impact of children as well as adults: touching lower wall heights and parts of furniture.*

<b>Entrance</b>	
Keys cleaned	
External handles wiped and disinfected	
Light and power switches wiped and disinfected	
All surfaces and furniture, wiped and disinfected inc. wipe down walls if dirty	
Windows cleaned	
Hard flooring hoovered and mopped with virucidal disinfectant	
Pillow covers changed	

<b>Living Spaces</b>	
Internal doors and door furniture wiped and disinfected	
High level surfaces dusted	
Light and power switches wiped and disinfected	
All surfaces and furniture, wiped and disinfected, inc. wipe down walls if dirty.	
Electrical equipment and remote controls wiped down with virucidal spray	
Soft furnishings and curtains sprayed with disinfectant	
Cushion covers removed and replaced with washed alternated (min 72hs) covers	
Mirrors and pictures cleaned	
Windows cleaned	
Rug hoovered and sprayed with virucidal disinfectant mist	
Hard flooring hoovered and mopped with virucidal disinfectant	
Fire Alarm gentle hoover, test and wipe with virucidal spray	
<b>Kitchen</b>	
Crockery and utensils to be washed in the dishwasher	
High level surfaces dusted	

Fridge: clean and disinfected inside and out, including handle	
Washing machine / dishwasher / microwave / kettle / toaster: clean and sanitise doors, handles and controls	
Oven, hob and extractor: clean and disinfected surfaces, doors, handles, controls and filters	
Drawers and cupboards wiped and disinfected	
All surfaces and furniture, including tiles, skirting boards wiped and disinfected	
Internal doors and door furniture wiped and disinfected	
Light and power switches wiped and disinfected	
Electrical equipment wiped down	
Windows cleaned	
Clean and sanitise taps	
Clean plugholes and pour disinfectant down	
Wipe down walls	
Clean pictures	
Hard flooring hoovered and mopped with virucidal disinfectant	

Alternate soap and cleaning products (min 72hrs between guests). Wipe with virucidal disinfectant any cleaning bottles soap dispensers before storing.	
Clean and disinfect welcome baskets	
Wipe down fire extinguishers	
Heat sensor gentle Hoover, test and wipe with virucidal disinfectant	
Empty bins if they have not been done by guest and disinfect	
Restock welcome basket	
<b>Bedrooms</b>	
Remove bedding bag and protectors to be laundered	
Internal doors and door furniture wiped and disinfected	
High level surfaces dusted	
Light and power switches wiped and disinfected	
All surfaces and furniture, wiped and disinfected	
Electrical equipment and remote controls wiped down with virucidal spray	
Drawers and cupboards wiped and disinfected	

Soft furnishings and curtains sprayed with antiviral spray	
Mirrors and pictures cleaned	
Windows cleaned	
Hard flooring hoovered and mopped with virucidal disinfectant	
Bed linen steam ironed and bed made	
<b>Bathrooms</b>	
Remove towels in bag and launder as specified	
Internal doors and door furniture wiped and disinfected	
High level surfaces dusted	
Light and power switches wiped and disinfected	
Clean tiles	
Clean shower / bath / sink including pedestals and splashbacks	
Clean shower heads	
Clean and sanitise taps	
Clean plugholes and pour disinfectant down	

Clean and sanitise toilet bowl using a toilet brush to agitate the cleaning process and include under the toilet rim	
All surfaces and furniture, including skirting boards wiped and disinfected	
Laundry basket cleaned and disinfected	
Mirrors and pictures cleaned	
Windows cleaned	
Hard flooring hoovered and mopped with virucidal disinfectant	
Empty bins if not done by guest and disinfect	
Wipe with virucidal disinfectant any cleaning bottles, soap dispensers etc. Alternate bottles and products (min 72hr rest between guests)	
Soak toilet brushes in disinfectant	
<b>Outside Space</b>	
Ensure bins are labelled	
Disinfect bins and lids	
Clean outdoor furniture and gates	
Clean any outdoor furniture and equipment	
Clean Barbeques	

Clean Fire Pit	
Clean Shed including disinfect door and equipment	
Cut grass	
Garden pots and water if required	
Change wood tub if required	