



Rossmor Guesthouse Covid-19: minimising risk and enhancing safety

Property Name
Date of Assessment
Assessment Carried out by

Rossmor Guesthouse
1 July 2020
Thomas Baxter

Date of Next Review:
Notes:

1 September 2020

Minimising person to person contact

- 1) Only hire out two rooms at a time, if possible, on different floors. Three rooms may be occupied only if by the same family or travelling group.
- 2) For two-night bookings, no overnight cleaning will take place to ensure room only entered by guests. Rooms however will be sanitised and cleaned every 3rd 5th and 7th day of a booking unless requested not to by guest.
- 3) Guests from each room will be encouraged to partake breakfast at different times, though the dining room is large enough to maintain separate tables with at least three metres distancing. If two or three groups at separate tables, guests reminded to leave separately.
- 4) All meals to be served directly to guests at tables – no buffet style, therefore no mixing. Owner will serve using gloves, - and mask (If requested by guests).
- 5) Meet and greet by owner will maintain at least 2 metre distancing, while still providing a warm welcome. Guests to be advised to ring bell and come in, rather than host opening door.
- 6) Hand sanitiser (EN14476) and gloves will be stationed at the entrance to the guesthouse and all guests requested to use before entering. Another sanitiser available in the hall to be used by guests before entering lounge and dining room.
- 7) Guest will be provided with a pre arrival checklist and protocol for staying at the guesthouse.
- 8) Check out to be minimalised by prepayment credit card.
- 9) Guests reminded to be careful to ensure only guests from one room to use stairs at any one time.
- 10) The owner and all other staff will wear gloves throughout the building and facemask in the vicinity of guests (unless requested otherwise and agreed with guests).
- 11) All cleaning staff will be provided with gloves and masks and will only enter guestrooms at the conclusion of booking, unless requested by guests and only if the room is vacant.
- 12) Any issues needing a maintenance visit will be arranged when guests are out of property (unless an emergency).
- 13) Cleaning staff will only enter the guesthouse after 10am, when all guests have vacated the building.
- 14) Breakfast request menus and registration forms to be left by guest in designated place in hallway by specific time for owner to collect. Staff will handle with gloves.



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- 15) Hand sanitiser available in each guest room and guests requested to use when entering/leaving the room and to wash hands periodically in guest room.
- 16) Guests requested to use sanitiser before and after sitting on external furniture.
- 17) Guest requested to put any used book from library on designated area (to be sanitised by staff) and to take away any brochures they handle, not to be put back in holders.

Cleaning regimes fit for purpose

- 1) Daily cleaning plan provided to cleaning staff and sign off on completion, includes checklist for each guest room public rooms, hallway and public room.
- 2) Owner explains procedures and reviews checklist sign off each day.
- 3) Checklist divided into two – normal resetting of rooms and specific cleaning required to eliminate Covid-19 specifically touch points in all areas; guest rooms, public area external door and furniture.
- 4) Cleaners and owners wear gloves and masks at all time during cleaning processes.
- 5) All cleaning products will conform to required standards and a list provided for what product is to be used where.
- 6) To increase safety, a 30- hour gap has been implemented between occupancy (i.e. from cleaning on departure of guest to arrival of guest at least 30 hours later).
- 7) All reading material has been removed from rooms.

Cleaner/housekeeper fit for purpose to work

- 1) Contract cleaning staff conditions stipulate no attendance if suffering from above normal temperature, sore throats, coughs or loss of smell and taste. Will be required to enter by private door to meet owners before moving into guesthouse. Similarly, owners will not work if suffering from any malady – however mild if it includes coughing, sneezing etc.

Correctly laundered bedding

- 1) Only Cotton/ linen bedding used and washed on a full 60 degree wash cycle.



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Daily and changeover cleaning

- 1) Cleaning procedure and schedule documented for each area of guesthouse. This clearly states what must be sanitised within each room and public areas.
- 2) Cleaning contractor agrees fit for work Schedule when signing in for the day.
- 3) Cleaning procedures are signed off at conclusion by cleaner and checked by owner.
- 4) Ensure all cleaning materials meet published guidelines and are fit for purpose.
- 5) Ensure all cleaning equipment is PAT tested and clear instructions as to correct use.
- 6) All common areas to be sanitised after guests leave and banisters cleaned again after guests arrive (say 5-6 pm and again at 10pm). Outside furniture wiped with sanitiser if guests have used during the previous day.
- 7) All guest room changeover cleans commence once the guests have left the property.
- 8) All protective clothing provided to cleaning staff.

Kitchen/breakfast preparation

- 1) Normal adherence to food preparation per Food safety and Hygiene Scotland requirements (certificated).
- 2) Kitchen staff to use gloves at all times and change after serving breakfast to each table.
- 3) Sanitiser available for kitchen staff to be used when entering and leaving area.
- 4) All breakfast utensils to be dish washer cleaned – no hand washing.
- 9) Only kitchen staff permitted in kitchen area. Breakfast room cleaned and sanitised after the end of breakfast time and room closed until next morning.
- 10) Only kitchen staff permitted in kitchen area.



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Reducing contact between guests and staff in the breakfast room

- 1) Food order taken the night before – though extended to include previous buffet items such as cereals, yogurt jams etc.
- 2) Guests requested to have pre-arranged staggered breakfast times – though breakfast room can provide social distancing of three metres between tables. Guests sit at the same table each morning with condiments for each table (not shared).
- 3) Guests to sanitise hands when entering and leaving the breakfast room.
- 4) All breakfast items served directly to guest table.
- 5) Breakfast room cleaned and sanitised after the end of breakfast time and room closed until next morning.
- 6) Tableware (mats coasters, cruets, etc cleaned with disinfectant to en14476 standard.
- 7) Staff use gloves when serving and replace after each serving.

Adhering to Government requirements if guest is unwell

- 1) The pre arrival protocol to include the requirement that they must not arrive if they have any covid-like symptoms or have been in the company of someone who has been tested positive in the previous 14 days.
- 2) If symptoms arise while at the guest house, the guest and all others in the party must return home to undertake self-isolation.
- 3) If a guest has acute symptoms medical help will be arranged, others in the party will be required to go home and self isolate.
- 4) Other guests in the property will be informed and asked to take a test and follow latest government advice as to self-isolate.
- 5) If government advice so decrees the property to be shut the appropriate days before other guests can be received and owners/staff tested.
- 6) In the event of point 5 work to relocate guests due to arrive in the 7 days period.