

# Helsbury Park Cleaning Protocols

Risk Assessment carried out on 29/06/2020 by Lavender Dog Ltd at Helsbury Park, PL32 9RH. The Risk Assessment has been carried out following the guidelines on the HSE (Health and Safety Executive) web site [www.hse.gov.uk](http://www.hse.gov.uk), PASC approved templates and government guidelines.

## Potential Hazards

- Contamination of the site by guests who are asymptomatic or who develop symptoms while in situ.
- Transmission of the virus between guests or between guests and staff /contractors/suppliers.
- Cleaning processes not appropriate or ineffective.
- Transmission of virus between team members.

## Who is at Risk?

- Guests on site or with subsequent bookings particularly the elderly or those with underlying health conditions.
- Cleaning and Maintenance Contractors and their immediate families, particularly if they care for relatives who are elderly or have underlying health conditions.
- The wider public locally.

## Actions to Control Risk

- Anybody who is exhibiting symptoms or who has any reason to believe they may have come into contact with the virus up to 14 days prior to their booking must follow the Government instruction to self-isolate and follow NHS guidelines. Therefore, they should not arrive on site.
- Anybody in one of the vulnerable groups identified by the Government should follow Government advice to self-isolate, they can contact Cornish Cottage Holidays for help and advice with their booking. They should not arrive on site.
- Contractors who are exhibiting symptoms or who have any reason to believe they may have come into contact with the virus within the previous 14 days should not come on site and they should follow NHS guidelines.

- Any guest who exhibits symptoms whilst on site should contact Cornish Cottage Holidays straight away to advise them and return home immediately where they should request a Coronavirus test.
- We will ask guests to follow guidelines on social distancing. Helsbury Park has only three cottages, with a swimming pool and is set in approximately 80 acres of meadow and woodland. It is relatively easy for guests to avoid contact with each other. It is also possible to have a relaxing holiday without leaving the site.
- Encourage guests to arrange for groceries to be delivered to their cottage or click and collect to avoid trips to the supermarket or bring them from home.
- Guests are advised that there may be severely restricted opportunities to eat out at this time and they should be prepared to fully self-cater, all eateries will require pre-booking, see [visitcornwall.com](http://visitcornwall.com) for more information or the establishment's web site. Attractions will also need to be pre-booked.

The swimming pool is chlorinated to a level sufficient to kill the virus and is only to be used in line with Swim England guidance:

- We run the pool with chlorine levels that ensure Covid-19 cannot be transmitted through the pool water.
- The air handling system draws in air from outside so is not a closed system and therefore offers no risk.
- Each family / cottage group will use the pool separately to facilitate social distancing
- Changing rooms, toilets and the gym will be out of use, guests will need to use the cottages to change and shower.
- Hand sanitiser will be available inside the building.

### **Changes Implemented to cleaning policy**

We always strive to maintain extremely high standards of cleanliness at Helsbury Park. Under normal conditions we also strive to maintain high standards of sustainability. We recognise that at this time some sustainable practices will need to be compromised. For example, washing and reusing cleaning cloths and using mostly natural cleaning products.

We promise to resume these practices as soon as it is safe to do so however for the duration of the Covid-19 outbreak we have decided to adopt the cleaning practices recommended by Public Health England (PHE) for Cleaning in Non-Healthcare Settings

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

As guests may not exhibit symptoms until after they return home, we will treat every clean as if Coronavirus is present (Amber clean). Therefore, we will:

- Use disposable cloths and mop heads.
- Clean with diluted chlorine bleach and use viricidal mist to disinfect.
- Manage use of cloths to ensure no cross contamination.
- Pay particular attention to frequently touched surfaces such as door handles and handrails.
- Reduce the number of soft furnishings and covers provided so that we can rotate them and allow 72hrs for potential virus to die before they are returned to a property.
- Steam clean remaining soft furnishings.
- Use a checklist to ensure all protocols are followed.

**To Protect our Cleaning Team, we will:**

- Ventilate all buildings for 30 minutes before cleaners enter.
- Provide suitable PPE such as rubber gloves, plastic aprons and facemasks.
- Limit the number of team members in any property to two at a time in fixed partnerships.
- Ask guests to strip their own beds and put used linen in bags provided.
- Ask guests to empty all bins and place tied bags into the external waste bins.
- Double bag all waste.

There is a delay of at least 72hrs before used linen is collected by the laundry service providing an adequate buffer to protect their staff.

This policy will be reviewed monthly until the Government advises that the Coronavirus threat has passed.

# Helsbury Park

## Check List for Cleaning Self-Catering Units

Date

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Property Name

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Cleaned by

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Signed

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<b>DOWNSTAIRS</b>	
<b>Entrance</b>	
Key lock box cleaned	
Keys cleaned	
External handles wiped and disinfected	
<b>Living Spaces</b>	
High level surfaces dusted	
Internal doors and door handles wiped and disinfected	
Light and power switches wiped and disinfected	
All surfaces wiped and disinfected	
Electrical equipment, wifi hub and remote controls wiped down	
Soft furnishings and curtains steamed	
Windows cleaned	
Carpets hoovered and sprayed with viricidal disinfectant mist	
Hard flooring hoovered and mopped with viricidal disinfectant	

Empty Bins and disinfect	
Wipe down fire extinguishers	
<b>Kitchen</b>	
High level surfaces dusted	
Internal doors and door furniture wiped and disinfected	
Light and power switches wiped and disinfected	
All surfaces and furniture, including skirting boards wiped and disinfected	
Electrical equipment, wi-fi hub and remote controls wiped down	
Soft furnishings and curtains steamed	
Windows cleaned	
Hard flooring hoovered and mopped with viricidal disinfectant	
Empty Bins and disinfect	
Washing machine / dish washer / microwave / kettle / toaster: clean and sanitise doors, handles and controls	
Oven and hob: clean and disinfected surfaces, doors, handles and controls	
Fridge: clean and disinfected inside and out, including handle	
Pans, crockery, utensils to be washed in the dishwasher	
Drawers and cupboards wiped and disinfected	
Clean and disinfect highchair (if required)	
<b>Outside Space</b>	
Disinfect bin lids	
Clean outdoor furniture and gates	
Clean Barbeques	

# Helsbury Park

## Check List for Cleaning Self-Catering Units

Date

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Property Name

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Cleaned by

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Signed

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<b>UPSTAIRS</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>Bedrooms</b>			
Internal doors and door furniture wiped and disinfected			
High level surfaces dusted			
Light and power switches wiped and disinfected			
All surfaces wiped and disinfected			
Electrical equipment and remote controls wiped down			
Drawers and cupboards wiped and disinfected			
Soft furnishings and curtains steamed			
Mirrors cleaned			
Windows cleaned			
Carpets hoovered and sprayed with viricidal disinfectant mist			
Empty Bins and disinfect			

<b>Bathrooms</b>			
Internal doors and door furniture wiped and disinfected			
High level surfaces dusted			
Light and power switches wiped and disinfected			
Clean shower / bath / sink including pedestals and splashbacks			
Clean and sanitise taps and shower heads			
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 wiped and disinfected			
Mirrors cleaned			
Windows cleaned			
Hard flooring hoovered and mopped with viricidal disinfectant			
Soak toilet brushes in bleach			

# Helsbury Park

## Check List for Pool Building

Date

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Property Name

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Cleaned by

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Signed

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<b>Entrance</b>	
Key lock box cleaned	
Keys cleaned	
External handles wiped and disinfected	
Bannisters wiped and disinfected	
<b>Pool Hall</b>	
Internal doors and door furniture wiped and disinfected	
Light and power switches wiped and disinfected	
Surfaces wiped and disinfected	
Soft furnishings sprayed with viricidal disinfectant mist	
Wipe down fire extinguishers	
Empty Bins and disinfect	
Hard flooring cleaned and sprayed with viricidal disinfectant	
Fill hand sanitiser	
Clean outdoor furniture and gates	