

CHESHIRE NATURAL HEALTH COVID-19 RISK ASSESSMENT AND POLICY DOCUMENT

We have assessed our practice for risks outlined and put in additional processes as detailed below

Undertaken a risk assessment	<ul style="list-style-type: none"> Date of risk assessment: 1st June 2020. Review date: 1st July 2020 and monthly until Dec 2020. Thereafter as required.
Heightened cleaning regimes	<ul style="list-style-type: none"> The therapist is responsible for cleaning their treatment room in between clients, wiping down all hard surfaces with disinfectant and opening the door/ window as appropriate to ventilate the room between clients. Extra time allowed between appointments to allow for cleaning. The receptionist will be responsible for cleaning all hard surfaces in the reception, kitchen and bathroom every hour and at handover, with disinfectant cleaner/ wipes.
Increased protection measures	<ul style="list-style-type: none"> Clients to be screened by therapist before appointment (see below) Clients will be asked to wash hands or use antibacterial hand gel on arrival (this will be available in every room). Notice to be displayed on door to ask clients not to enter if they have displayed any COVID-19 symptoms, or have been in contact with anyone displaying symptom/ testing positive for COVID-19. No magazines/ leaflets etc will be displayed in the clinic reception. Clients will be asked not to pick up supplements unless purchasing. Sneeze screen installed on reception desk. Payments to be taken online where possible, or contactless payment if necessary. Bookings to be done online as much as possible. Therapists to use PPE (masks, gloves etc) as indicated by their governing body. No hot drinks to be provided for clients. Bottles of water to be available if required. Therapists to use own crockery/ cutlery and take home at end of clinic session. Therapists to make their own hot drinks. Reception staff to bring in own pens. Any pens used by clients to be wiped. No cloth covers/ towels/ blankets will be provided in treatment rooms. Therapists to provide wipeable pillow cased if required, and any blankets/ towels used must be changed after each client. Therapist will be responsible for washing these items.
Put in place distancing measures	<ul style="list-style-type: none"> Clients will be asked to remain in car and not to arrive before appointment time. Appointments to be staggered as much as possible. No clients in reception area unless they arrive on foot or need to use the toilet. Clients asked not to bring anyone to appointment unless required. Any clients needing to wait in reception to be seated at least 2 meters apart.

Table 2a. Protection of staff and patients before they visit, and when in, the clinic.

We have assessed the following areas of risk in our practice and put in place the following precautions to

Pre-screening for risk before public/patients visit the clinic	Therapists will triage clients and offer a virtual consultation in the first instance if appropriate. An initial case history may be taken by telephone to determine if a face to face is relevant and to minimise time spent in treatment room.	Who is responsible?
	<p>If a face to face consultation/ treatment is considered necessary then the client will be screened by asking the following questions:</p> <ul style="list-style-type: none"> • Do they have any symptoms of COVID 19 (e.g. high temperature or a new, persistent cough, loss of taste/smell) in the last 7 days? • Are they classed as for extremely clinically vulnerable? • Has a member of their household had symptoms of COVID-19 or are in a high-risk category i.e. shielded/ considered extremely clinically vulnerable? • Have they been in contact with someone with suspected/confirmed COVID-19 in last 14 days? • Inform of the risk of face to face consultation – staff must document that they have informed the patient of risk associated with attending the clinic, and that they are not experiencing symptoms of COVID-19. • Client will be required to sanitise hands upon arrival at the clinic. • Client will be required to wear a mask (unless there is a valid reason why this is not possible). If they do not have one, then we can provide one which will be charged at cost price (currently £1.00). <p>NB: All triage pre-screening information will be documented in the patient notes.</p>	Therapist
Protecting members of staff	<ul style="list-style-type: none"> • Receptionists will be protected by a safety screen but will not be required to wear a mask/ PPE. • Therapists will wear PPE as required by their governing bodies. 	Clinic Director Therapist
Reception and common areas	<ul style="list-style-type: none"> • If clients do need to wait in the reception area they will be asked to observe social distancing. • Toilet facilities are available if required. These will be cleaned after each use. 	Receptionist
Face to face consultations (in-clinic room)	<p><i>Where possible chairs will be positioned to follow social distancing rules.</i></p> <ul style="list-style-type: none"> • One parent/guardian only during consultations/ treatments for children. • No additional family members will be allowed to be in the treatment room except if requested as a chaperone 	Therapist

Table 2b Hygiene measures

We have assessed the following areas of risk in our practice and put in place the following heightened hygiene measures

	Action taken	Who is responsible?
Increased sanitisation and cleaning	<ul style="list-style-type: none"> Clinic rooms - plinths, desk, door handles, equipment, chairs to be cleaned between each client by therapist. Reception surfaces, doors and door handles, taps, card machines to be cleaned by receptionist on duty. Use of at least 60% alcohol sanitisers/wipes, using bleach-based detergents for floors <p>To minimise the number of surfaces requiring cleaning we have implemented the following:</p> <ul style="list-style-type: none"> Remove unnecessary linen/use plastic pillowcases that can be cleaned between clients. Decluttering the clinic rooms and waiting areas to remove unnecessary items. We will keep doors between common areas open if safe and appropriate to do so, to reduce touch points 	<p>Therapist</p> <p>Receptionist All/ Cleaner</p> <p>Therapist Receptionist</p>
Aeration of rooms	<ul style="list-style-type: none"> Leaving the window open and the door closed for 15 minutes after each patient If no windows or not possible to open windows, leave clinic room doors open for at least 15 minutes. Removal of fans and other air-conditioning units Aeration of common/reception areas e.g. opening windows/ doors every hour if possible. 	<p>Therapist</p> <p>Receptionist</p>
Staff hand hygiene measures	<p>Receptionists and Therapists to follow government hand washing guidelines:</p> <ul style="list-style-type: none"> Bare below the elbow/hand washing before and after contact with clients with soap and water for at least 20 seconds, including forearms/use of hand sanitiser gel/ use of gloves 	<p>All</p>
Respiratory and cough hygiene	<ul style="list-style-type: none"> Provision of disposable, single-use tissues and waste bins (lined and foot-operated) Hand hygiene facilities available for patients, visitors, and staff 	<p>Clinic Director</p>
Cleaning rota/regimes	<ul style="list-style-type: none"> Cleaning rota frequency increased from half-day to 2 hours for common areas A written record of cleaning time and by whom to be kept on reception Cleaning rota frequent and inspection of washrooms, detail recorded e.g. on notice of washroom door 	<p>Receptionist</p>

Table 3. Personal Protective Equipment: Detail here your policy for use and disposal of PPE

PPE for therapists	<ul style="list-style-type: none"> • Therapists will be required to provide their own PPE and for clients as required.
PPE for clients	<ul style="list-style-type: none"> • Clients to be asked to wear masks during the treatment and if in the reception. If client does not have a mask, the therapist will provide one at cost price.
PPE disposal	<ul style="list-style-type: none"> • Therapists to dispose of PPE at their own cost according to the guidelines of their governing body.

Table 4. How we will advise patients of measures that we have taken to ensure their safety and the policies that have been put in place in our clinic

Publishing our updated clinic policy	<ul style="list-style-type: none"> • We will publish the latest information on our website, and provide a link to this policy on all our appointment confirmation emails. • Copies of the policy will be available on request
Information on how we have adapted practice to mitigate risk	<ul style="list-style-type: none"> • We will keep clients and therapists updated of any changes to policy and procedures via email.
Pre-appointment screening calls	<ul style="list-style-type: none"> • The day before the appointment an email will be sent with the screening questions which we will require the client to complete and return via email • Where the client does not use email, the therapist will telephone the client.
Information for patients to be displayed in the clinic	<ul style="list-style-type: none"> • Door notices advising anyone with symptoms not to enter the building. • Notices on other public health measures e.g. hand washing/ sanitising.

Document created and updated by:

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