* **The Complete Health Centre**

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| We have assessed our practice for risks outlined and put in additional processes as detailed below | |
| **The Complete Health Centre does not employ any staff. All therapists rent a room at the Centre and are governed by their own professional bodies and to have to follow their specific guidelines. They are therefore responsible for their own professional conduct.** | |
| **Undertaken a risk assessment** | *15/05/2020 Risk assessment completed.*  *This will be reviewed when any Government guidance changes* |
| **Heightened cleaning regimes** | *Put here your new, heightened cleaning regimes for your clinic, e.g. how, the frequency and in what areas*   * *Clinic rooms will be cleaned between in each patient by the therapist* * *Common areas/washrooms will be cleaned between each patient and then at the beginning of each day* * *Desk/table/handrails/door handles etc surfaces in common areas will be cleaned after every patient* |
| **Increased protection measures** | *You may want to mention here any additional processes or protections you have put in place e.g.*   * *All linens have been removed from the clinic* * *Washable pillows are now being used* * *The waiting area has been moved from downstairs into room 4 upstairs to accommodate social distancing* * *All therapists are providing their own PPE in line with guidance from their professional bodies* |
| **Put in place distancing measures** | *Put here an overview here of what you have you done to provide distancing measure e.g.*   * *Stagger appointments* * *Limit the number of patients in common areas* * *Moved the waiting area from downstairs into room 4 upstairs to accommodate social distancing* * *Encouraging patients to wait outside and phone their therapist at the time of their appointment. The therapist will then come and let them in* * *The small waiting room upstairs has had the chairs removed so that social distancing can be complied with should patients/therapists wish to use the toilet* |
| **Staff training** | *Detail here any additional training that you and your staff have undertaken:*   * *Therapists have been advised of the new procedures in the clinic in respect to cleaning/social distancing etc* * *Therapists are complying with their professional body guidelines relating to PPE etc* |
| **Providing remote/ telehealth consultations** | *Detail here what telehealth/remote consultations you are offering e.g.*   * *All patients will have telephone pre-screening call* * *Follow-up/maintenance appointments available via telephone/video call if the therapist thinks that is appropriate* |
|  | (Document last updated: 24 May 2020 |

**The following sections are a means to consider/describe the risks in your clinic and record the measures you have put in place to operate as safely as possible and mitigate risk of infection. The sections here may not all be applicable or conversely, you may want to add further areas that you have assessed. The indicators in grey are suggestions and are not intended to be an exhaustive list**.

| 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 | | |  |
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|  | **Description of risk** | **Mitigating action** | **When introduced** |
| **Pre-screening for risk before public/patients visit the clinic** | *COVID-19 is brought into the Centre by either therapists or patients, with the possibility of transmission* | ***You need to triage and offer a virtual consultation in the first instance. Consider taking an initial case history by telephone to determine if a face to face is relevant or support can be provided by a telehealth consultation.***  *If a virtual consultation does not meet the needs of the patient****,*** *detail here how you will pre-screen a patient (and chaperone if relevant) before they arrive in the clinic for example but not limited to:*   * *Screening for any symptoms of COVID 19 (e.g. high temperature or a new, persistent cough) in the last 7 days* * *Screening for extremely clinically vulnerable patients* * *Screening for additional respiratory symptoms or conditions e.g. hay fever, asthmas etc* * *Screen to see if a member of their household had/has symptoms of COVID-19 or are in a high-risk category i.e. shielded as considered extremely clinically vulnerable* * *Have they been in contact with someone with suspected/confirmed COVID-19 in last 14 days*   *Detail here what other information you will provide during the pre-screening call*   * *Inform of the risk of face to face consultation – therapist 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.* * *Options for telehealth*   *Detail here what process you expect the patient to undertake on arrival and whilst at the clinic e.g. as detailed in processes below*  ***NB: All triage pre-screening information must be documented in the patient notes.*** | *15 May 2020* |
| Protecting members of staff | *N/A as do not employ staff. Therapists are all independent self employed* | *Detail here if you have asked your staff if they or a member of their household is in a vulnerable category and how will you manage this if they are?* | *15/5/20* |
| Confirmed cases of COVID 19 amongst staff or patients? | *Therapists and patients who were in the clinic could contract COVID-19* | *Detail here what your process is should a member of staff be tested for COVID-19* *see the attached Flowchart describing* [return to work following a SARS-CoV-2 test](https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings).  *Detail here your policy should a patient advise you that they have symptoms of COVID-19 after visiting the clinic in line with government guidance e.g*   * *If the patient experiences symptoms within 2/3 days of visiting the clinic, any staff with direct contact to that individual should self-isolate* * *Anyone with indirect contact with the patient, should be advised of the situation and suggest they monitor for symptoms (those with indirect contact with suspected cases COVID 19 do not need to self-isolate)* | *15/5/20* |
| Travel to and from the clinic | *COVID-19 could be brought into the clinic* | *Detail here what risk assessment you are making for yourself/ staff and/or patients/chaperones that may travel by public transport.*  *The Centre does not have a car park, so patients/chaperones will need to make their own way, either by car or public transport. They are being asked to wait outside and phone their therapist on arrival. The therapist will come downstairs and open the door when they are ready for them.* | *15/5/20* |
| Entering and exiting the building | *People may meet each other in public areas and may not be able to social distance* | *Detail here if you have a process for both staff and patient entering and exiting the clinic*   * *Patients are asked not to arrive early or late for their appointment to avoid overcrowding therefore complying with social distancing if other patients are in the clinic*   *Patients arriving early will be asked to wait outside the building (observing social distancing).*   * *Patients will be escorted through the building with the therapist. Signage is in place for the toilet.* * *Patients will be asked to wash their hands with hand sanitiser upon entering and exiting the building* | *15/5/20* |
| Reception and common areas | *COVID-19 could be transmitted* | *Detail here recommendations such as*   * *Patients are being asked to turn up promptly at their appointment time to reduce time in the waiting area* * *Reception area downstairs is not being used during the current pandemic* | *15/5/20* |
| Social/physical distancing measures in place | *COVID-19 could be transmitted* | *Detail here what measures other distancing you are putting in place. This can include but not limited to*   * *Staggered appointment times so that patients do not overlap in reception* * *A maximum number of 2 therapists can be on the premises at any one time due to the reduction in the consulting rooms available* | *15/5/20* |
| Face to face consultations (in-clinic room) | *COVID-19 could be transmitted* | * *It is possible to increase the spacing between the therapist and the patient to encourage social distancing when taking a case*   *What is your policy on chaperones/family members in clinic rooms/reception/waiting area and what will be your expectation of these? e.g.*   * *One parent/guardian only with visits for children* * *No additional family members except if requested as a chaperone* * *Chaperones will be pre-screened the same as the patients and risks communicated to them* | *15/5/20* |

| Table 2b Hygiene measures  We have assessed the following areas of risk in our practice and put in place the following heightened hygiene measures | | | |
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|  | **Description of risk** | **Mitigating action** | **When introduced** |
| Increased sanitisation and cleaning | *COVID-19 could be transmitted* | *Detail types/and or changes of sanitisers that you will use and detail which surfaces will be cleaned at what intervals.*   * *Clinic rooms - plinths, desk, door handles, equipment chairs - between each patient* * *Reception surfaces, doors and door handles, chairs, taps – between each patient* * *All of the above will be cleaned each morning* * *Use of at least 60% alcohol sanitisers/wipes, using bleach-based detergents for floors*   *Actions to minimise the number of surfaces requiring cleaning*   * *Remove unnecessary linen/use plastic pillows that can be cleaned between patients etc.* * *Decluttering the clinic rooms and waiting area of unnecessary items*   *Keeping doors between common areas open if safe and appropriate to do so, to reduce touch points* | *15/5/20* |
| Aeration of rooms | *COVID-19 could be transmitted* | *Detail here your aeration for clinic rooms e.g.*   * *Leaving the window open and the door closed for 15 minutes after each patient if weather permits* * *Removal of fans and other air-circulation mechanisms*   *Aeration of common/reception areas e.g. opening windows and or doors when appropriate* | *15/5/20* |
| Therapist hand hygiene measures | *COVID-19 could be transmitted* | *Detail the therapist hand hygiene measure put in place e.g.*   * *Bare below the elbow/hand washing before and after patients with soap and water for at least 20 seconds, including forearms/use of hand sanitiser gel/ use of gloves* | *15/5/20* |
| Respiratory and cough hygiene | *COVID-19 could be transmitted* | *Communication of cough hygiene measures for therapist and patients e.g.*   * *Provision of disposable, single-use tissues waste bins (lined and foot-operated)* * *Hand hygiene facilities available for patients, visitors, and therapists* | *15/5/20* |
| Cleaning rota/regimes | *COVID-19 could be transmitted* | *Detail here the details of your cleaning rota and how these will be recorded by therapists e.g.*   * *Cleaning rota frequency increased to after each patient* * *Cleaning rota and inspection of washrooms after each patient or therapist has used it. It will also be cleaned at the beginning of each day* | *15/5/20* |

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| Table 3. Personal Protective Equipment: Detail here your policy for use and disposal of PPE | |
| Clinicians will wear the following PPE | *Detail here what PPE will clinicians wear and when risk assessed, in what circumstance they will be used*   * *Each therapist will adhere to the PPE requirements of their professional body. The minimum requirement will be the use of a mask* |
| When will PPE be replaced | *Detail here e.g.*   * *Each therapist will adhere to the PPE replacement requirements of their professional body. The minimum requirement will be the use of a mask which will be replaced at the end of each session or every 4 hours.* |
| Reception staff will wear the following PPE | *Detail here what PPE will reception staff wear? E.g.*   * *We do not have reception staff* |
| Patients will be asked to wear the following PPE | *Detail here in what circumstance you may ask patients to wear PPE, and what types e.g.*   * *Face-covering in clinical and waiting areas* |
| PPE disposal | *Detail here how you will dispose of PPE including cleaning wipes and tissues after use e.g.*   * *Double-plastic bagged and removed by the therapist at the end of their session, keeping away from other household/garden waste, and then this can be placed in their normal waste for collection by their local authority.* * *Cloths and cleaning wipes also bagged and disposed of with PPE* |

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| Table 4. Communicating with patients: Detail here how you 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 your updated clinic policy | *Detail where and how your clinic policy will be available e.g.*   * *Publish on clinic wall, available on request* * *Provide as part of appointment confirmation emails* * *Available on the website* |
| Information on how you have adapted practice to mitigate risk | *Detail here what general information on steps taken and where it has been published*   * *Updating of website and via social media accounts* * *Email to patient base*   *Consider how and when this is updated in line with new Government guidance* |
| Pre-appointment screening calls | *Detail here when the pre-screening calls may take place and by whom e.g.*   * *24 hours/morning before a scheduled appointment* * *The therapist will call* |
| Information for patients displayed in the clinic | *Detail here any patient information posters that you have in your clinic e.g.*   * *Door notices advising anyone with symptoms not to enter the building.* * *Notices on other public health measures e.g. hand washing/staying COVID-19 safe* |
| Other patient communications | *Patients will be informed at the telehealth point of the new procedures in place and what the therapist/centre will look like. This will also be emailed to patients beforehand. The website will have this information on. All patients will be asked to contact the therapist if they subsequently develop any COVID-19 symptoms.* |