

Coronavirus Infection Control

Policy and Procedures for face-to-face contact: for clients

Retford Physiotherapy and Pilates Practice Limited

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Retford Physiotherapy and Pilates Practice Limited; trading as “*Physio Pilates Retford*”, “*Pilates Clinic Retford*”, “*PCR Physiotherapy*” and “*Jo Pritchard's Neuro Physio Practice*”, is committed to reducing your risk of infection and this policy relates to our measures to reduce the risk of Coronavirus.

CORONAVIRUS

We are all very aware about Coronavirus and the constantly changing advice from the government. At Physio Pilates Retford we are very aware of your concerns, and as you know we treat some very vulnerable clients at the clinic. In March 2020 we took the decision to close the clinic while lockdown was in place. Now that lockdown has started to ease, we have taken several steps to gradually reopen the clinic for the treatment of urgent cases that cannot be treated remotely online.

I have listed below steps we have taken to adhere to social distancing rules to minimise the risk of infection, risks you must be aware of and steps YOU must take to be permitted access to the clinic.

PLEASE NOTE: AT PRESENT A “VIRTUAL FIRST” APPROACH WITH REMOTE ONLINE CONSULTATIONS REMAINS STANDARD PRACTICE FOR CHARTERED PHYSIOTHERAPISTS.

ALL CLASSES CURRENTLY REMAIN ONLINE ONLY.

STEPS WE HAVE TAKEN TO REOPEN THE CLINIC / THINGS YOU NEED TO BE AWARE OF:

We are following the advice from the Government, Public Health England (PHE), NHS, Physio First and Chartered Society of Physiotherapy websites. We have completed a full risk assessment of the clinic and will be risk assessing every client who contacts us.

- There will be a maximum of 2 staff and 2 clients in the clinic at any one time. Appointments will be staggered to avoid 2 clients arriving or leaving at the same time and there will be 15 minutes between appointments to avoid cross-over and to enable us to clean and disinfect in preparation for the next appointment.
- All staff will be wearing PPE – this involves an apron, gloves and surgical facemask. Face shields may also be worn.
- Aprons and gloves will be removed and disposed of after each appointment in adherence with the PHE guidelines. New gloves and aprons will be donned for each new client. Facemasks will be removed and disposed of at the end of each session (or sooner if required).
- Chairs in treatment rooms are positioned 2m apart; time spent closer than 2m apart will be kept to a minimum.
- **Hands-on Physiotherapy or intervention closer than 2m will only be administered if deemed essential for your assessment or treatment.**
- Your appointment must end at its allocated time. If the full assessment cannot be completed by this time a second appointment will be arranged.

- Treatment couches, chairs, door handles, and any equipment used or touched will be thoroughly cleaned between each client.
- If pillowcases or towels are used, these will be replaced between each client. All pillows are wipeable.
- Paper roll will not be used on the treatment couches at present.
- After each of each Physiotherapist's working day they will clean the door handles, light switches, telephones, keyboards, security systems and any other items touched with disinfectant.
- We also have professional cleaners once weekly to thoroughly clean and disinfect all touchpoints, the floor, surfaces, toilet and kitchen.

W/C & Kitchen:

- These are for staff use only. Please come prepared knowing that you will not be able to use the toilet facilities at the clinic.
- All staff are aware of the infection control policies and procedures for use of the w/c or kitchen.

Procedure for booking face-to-face appointments (clinic and home visits):

- You must have an initial triage appointment by telephone or video – email or text communication will not be sufficient for booking face-to-face appointments.
- If your Physiotherapist feels your condition can be assessed by remote online video consultation this will be the next step.
- If your Physiotherapist does not feel your needs can be met online, they will carry out a risk assessment to determine if you meet the current criteria for a face-to-face appointment.
- You will be made fully aware of all the risks involved in face-to-face appointments at the time of booking, and we will need you to sign consent forms to confirm this has all been explained.
- If after your initial face-to-face appointment your therapist feels follow-up treatment can be provided effectively online, then this is how follow-up treatment will be delivered.
- You will be asked at your initial triage appointment and again at every appointment before entering the building (or your home) if you, or if anyone in your household, has a temperature above 37.8° Celsius, if you have a new persistent cough, or if your sense of smell or taste has changed. If the answer is "yes" then your appointment will be cancelled*
- This information will all be recorded in your clinical notes.

Procedure for all clients entering the clinic:

- Only clients with pre-booked face-to-face appointments are permitted entrance to the clinic. Drop-in appointment or enquiries are not available at present. Please enquire by email or phone.
- **If you have a temperature above 37.8° Celsius, if you have a new persistent cough, or if your sense of smell or taste has changed please DO NOT ENTER the building;** you must self-isolate at home for 7 days. If you attend your treatment session and you present with any of these symptoms you will be instructed to go home immediately*
- At present all clients must wait outdoors; in your car, or outside the front of the building a minimum of 2 meters apart.
- Your Physiotherapist will contact you by mobile phone when she is ready for you to enter the clinic; she will open all the doors for you and escort you to the treatment room.
- Hand sanitiser is available at the entrance – this must be used by all staff and clients on arrival and on departure from the clinic.
- We will check your temperature on arrival; if you do not consent to this you will be instructed to leave immediately*
- **It is compulsory for all clients to bring and wear a facemask.** We have a **limited** number of facemasks available at the clinic; if you do not bring your own we will add £1 to your invoice for the provision of a single-use surgical mask to wear during your session.
- If you have a medical condition THAT IS NOT COVID-19 with the potential for coughing or sneezing during the session (for example a chronic respiratory condition or hay-fever), you must wear a facemask. If these symptoms are persistent, we do not have access to the advanced PPE required

for your treatment according to the current PHE guidelines; we will therefore not be able to provide face-to-face appointments.

- If you arrive more than 10 minutes late for your appointment it may need to be cut-short or cancelled to avoid cross-over with other clients arriving or leaving. You will still be charged for this appointment as per our late payment and cancellation policy.
- A maximum of 1 relative or carer **from the same household** can accompany you if this is essential for your treatment. Your relative or carer must also be free from any Covid-19 symptoms and they must sign the consent forms to confirm they are aware of all the risks involved in face-to-face appointments. We cannot allow any children in the clinic at present unless it is the child who is attending for treatment.

Home visit clients:

- We will phone prior to driving to your home to check if you or anyone in your household has a temperature, cough, or change in sense of smell or taste. Please make sure you have provided the best phone number to call. If you do not answer after the third attempt, we will call your emergency contact. *
- We will check your temperature on arrival; if you do not consent to this your therapist will leave immediately. *
- We strongly recommend that all clients wear a facemask.
- If you have a medical condition THAT IS NOT COVID-19 with the potential for coughing or sneezing during the session (for example a chronic respiratory condition or hay-fever), you must wear a facemask. If these symptoms are persistent, we do not have access to the advanced PPE required for your treatment according to the current PHE guidelines; we will therefore not be able to provide face-to-face appointments.
- Please note – if you or anyone in your household is self-isolated due to symptoms, or if your care home has been closed to visitors, we will NOT be able to visit you for treatment. We do not have the appropriate PPE for known or suspected Covid-19, and we cannot risk spreading ANY form of infection further into the community. If you require urgent treatment, please contact NHS 111 and follow their advice.

****Please note, if your appointment is cancelled because you failed to inform us about your symptoms before arriving at the clinic or your home, you will still be charged for the session.***

WHAT YOU MUST DO IF YOU HAVE ANY SYMPTOMS, HAVE TO SELF-ISOLATE OR ARE DIAGNOSED WITH CORONAVIRUS:

- If you have any symptoms, please stay at home and call us to cancel your appointment. To find out what to do search 'nhs coronavirus' for advice and to access the 111 online coronavirus service, or call NHS 111.
- If you have to self-isolate, please stay at home and follow the government's current advice.
- **If you are diagnosed with Coronavirus, you must inform the clinic immediately.** We will follow the most recent advice from Public Health England regarding what we must do at the clinic. Our online diary system means we will be able to track everyone who has entered the clinic on any particular day; this will be used to track and trace as required. Your consent to use your details for this will be sought at your initial appointment. **If you do not consent to us releasing your contact details and appointment dates to track and trace, then we can not offer face-to-face appointments at present.**

OTHER THINGS TO CONSIDER:

What to bring to your appointment:

- Please bring your own pen as we may require your signature. This will keep cross infection to a minimum.

- Please bring your own water bottle as we cannot currently provide you with cups from our kitchen.
- If required, please bring your own shorts and / or a towel.

Payment:

- Contactless payment is preferred. We can email you an invoice for BACS payment. Our card reader can currently accept up to £45 contactless. We can also accept the correct cash, or a cheque.

What if I need equipment during my treatment session that cannot be easily decontaminated?

- Exercise band is regularly used during our treatment sessions and has been pre-cut to 1.5m lengths and kept in separate sealed bags. If required, the first piece of band will be provided as part of your treatment, but any subsequent pieces of band can be purchased for £4 (1.5m) or £6 (2m)
- Our kinesiology sports tape has been pre-cut to 2.5m lengths and kept in separate sealed bags. These can be purchased at £4 per 2.5m and any remaining tape remains your property to take home (or to bring back to your next session). We also have 5m rolls of Rock Tape to purchase at £10 per roll (rrp: £13.50).
- Hand Putty is available to purchase for £3.50 per tub (rrp: £4.99)
- Electrotherapy equipment (TENS and FES): The device can be decontaminated, but we will have to charge for fresh electrodes, electrode leads, foot switches, insoles and any other accessory that is difficult to decontaminate; we will advise on this during your appointment.
- All Pilates, balance and PD Warrior equipment is available to purchase and then bring to each appointment. Some of our own equipment can be decontaminated, some cannot; we will advise on this during your appointment.
- If a piece of equipment cannot be thoroughly, quickly, and safely cleaned, then it will not be available to integrate into your treatment at present.

PLEASE NOTE: DESPITE ALL THE INFECTION CONTROL MEASURES WE HAVE TAKEN TO MINIMISE THE RISK OF COVID-19, THESE RISKS CANNOT BE COMPLETELY ELIMINATED. A FACE-TO-FACE APPOINTMENT IS LIKELY TO INVOLVE VERY CLOSE CONTACT (I.E. LESS THAN 2M) AND THIS POSES A HIGHER RISK OF VIRUS TRANSMISSION COMPARED TO A REMOTE ONLINE APPOINTMENT.

Changes to our Coronavirus infection control policy

We may update this policy to reflect ongoing changes to the advice published by Public Health England and The Chartered Society of Physiotherapy, our governing body.

We welcome any queries, comments or requests you may have regarding this policy. Please do not hesitate to contact us at the address below.

Contact details

Any questions regarding this Coronavirus infection control policy should be addressed to:

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