|  |  |
| --- | --- |
| We have assessed our practice for risks outlined and put in additional processes as detailed below | |
| **An overview of measures we have taken to adapt the practice for preparation for operating in the current COVID-19 situation. This is available on our website and can be emailed to patients on request** | |
| **Undertaken a risk assessment** | **Date completed – 26th May 2020, amended Feb 2021**   * **HS will review these monthly or on change of Government guidance.** |
| **Heightened cleaning regimes** | * Clinic rooms will be cleaned between each patient * Common areas/washrooms will be cleaned every 2 hrs, and the washroom after each use. * Hard surface in common areas – the reception desk will be cleaned after every patient |
| **Increased protection measures** | * We have made considerable changes to the practice. * It has been fully decorated throughout and deep cleaned. * The carpet has been removed and wooden laminate flooring has been laid allowing for sanitisation between patients. * The bathroom is equipped with disposable paper towels with a lidded bin. * We have removed all linen from the clinic – there are no couch covers, towels, and wipeable plinth covers are now on the couches and waterproof, wipeable pillow cases in use. * 3 wall mounted hand sanitising stations have been installed. * A line marked in reception to comply with social distancing measures. * Cashless payments have been introduced and payment is to be via contactless card or BACS transfer. * The osteopaths will be wearing full PPE for your appointment – surgical grade mask, disposable, single use apron and single use gloves. |
| **Put in place distancing measures** | * Appointment time has been increased, and the times staggered so there is only one patient in the clinic at a time. * Receptionists are distanced at the desk and are wearing masks at all times. * Patients are discouraged from entering the clinic before their appointment time, only one chair in waiting room, and one patient at a time. |
| **Staff training** | * A separate policy named – ‘Preparing for our return’ was circulated to all staff detailing webinar’s to complete regarding staff training, and this is reviewed with any updated guidance. * Detailed instructions and diagrams regarding the safe donning and doffing of PPE also in the ‘preparing for our return’ policy. * Staff briefed and trained on updated clinic policies and infection measures |
|  | * In order to determine whether a patient is suitable for a face to face consultation, all patients will have telephone pre-screening call with the receptionist. The osteopath will complete the ‘triage form’ which will be kept in patient notes. * Receptionists will call patients prior to their follow up appointments to ensure it is ok to proceed with a face to face appointment. * Follow-up/maintenance appointments available by telephone if appropriate. |