

Updated July 2020

COVID-19 Policies & Procedures

Below is some important information on the measures and procedures being taken to ensure Patients safety during their time at Road To Recovery Therapy, along with information on how we plan to reopen and return to work safely during the Covid-19 pandemic.

This information is based on a level 3 threat in England, United Kingdom - COVID-19 epidemic is in general circulation (gradual relaxation of restrictions and social distancing measures.)

Patients considered Clinically Vulnerable or 'At Risk' include:

- Patients with Cancer / currently receiving treatment for Cancer.
- Patients with Lung Conditions.
- Patients with Circulatory Complications (deep vein thrombosis, micro-embolisms, stroke or pulmonary embolism.)
- Patients aged 70 years or above.
- Patients who are Pregnant.
- Patients with Heart and/or Respiratory Conditions.
- Patients with Supressed Immune Systems.
- Patients with Diabetes.
- Patients with a BMI over 39.
- Patients currently Shielding.
- Patients who are Front-line NHS staff, Carers and those who have been in contact with anyone suffering from Covid-19.

Main Symptoms of COVID-19 include:

- **High temperature** (above 37.8°C) – this means you feel hot to touch on your chest or back.
- **New, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual.)
- **Loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

1. Pre-Screening:

Additional screening will take place when Patients book appointments. This will include questions relating to general health, Covid-19 symptoms and your household. Patients will receive a link in their email confirmation to a questionnaire which must be completed at least 48 hours prior to their appointment commencing. Patients without an email account will be contacted via telephone. The information given will be recorded electronically or on paper.

2. Covid-19 Consent / Screening Form:

Patients will be asked to complete and sign an additional Covid-19 consent form prior to all treatments commencing. This will include specific questions relating to general health, Covid-19 symptoms and your household. Patients will be asked to read a disclaimer and sign the form, in order to consent to Face to Face treatment commencing. The pen used to sign the form will be sanitised before and after use.

3. Patients with Covid-19 Symptoms / Tested Positive / Medication:

If Patients have tested positive or show any signs of Covid-19, then treatment can only take place once the recommended period of self-isolation has been completed, and they are free of all signs / symptoms. If a Patient has previously been hospitalised or is currently taking medication relating to Covid-19, then treatment can only commence once GP approval has been granted. Approval can be verbal or in writing. All appointments will be cancelled until these measures have taken place.

4. Social Distancing:

At all times, apart from hands-on treatment (consultation process, note taking, exercise advice etc) every effort shall be made to maintain social distancing of at least 2 metres.

5. NHS Test & Trace:

Patients details / data may be responsibly shared with the NHS Test & Trace team if required, to help minimise the spread of Covid-19. Patients are required to give written consent in the form of a signature prior to any treatment commencing.

6. Returning from overseas:

Patients that have recently returned from overseas travel cannot attend appointments until at least 14 days after their return into the country and must not display any signs / symptoms of Covid-19.

7. PPE for Practitioners:

A face visor, along with a face covering shall be worn during treatments, and when in close contact with Patients in accordance to government guidelines. The use of gloves and aprons are not required but may be used with discretion.

8. PPE for Patients:

It is recommended that Patients wear a face covering or mask for their own safety during treatment and when in close contact with their Practitioner, although this is not mandatory. Patients should bring their own face covering / mask where possible, otherwise they will be provided. Patients are welcome to bring gloves for their own safety.

9. Hand Washing / Sanitiser:

Before Patients arrives, Practitioners shall wash their hands. When the Patient arrives, they shall sanitise their hands prior to entering the premises. The Practitioner shall again wash or sanitise their hands directly before starting treatment, and immediately after treatment. Before the Patient leaves, both parties shall either wash or use hand sanitiser on their hands. Before removing face coverings, hand sanitising or hand washing shall be conducted. Hand washing facilities and sanitiser will be provided.

10. Cleaning Protocols:

The treatment room and reception area will be cleaned using anti-bacterial products at the start of the day, between Patient appointments and at the end of the day. This includes all furniture, surfaces, massage couch, door handles, handrails, massage lotion bottles, equipment and face visors. The floor will be hoovered at the end of each day.

11. Towels / Couch Roll:

Single use of towels will be used per Patient for privacy covering and warmth. Towels will be stored away in a sealed storage box after each use. They will be washed on a 60-degree heat at the end of each day. Disposable couch roll will be used to cover over the massage couch and for Patients to lay on. This will be removed and placed in waste disposal immediately after treatment.

12. Couch / Pillow Covers:

Couch covers and pillow covers will not be used for easier cleaning and to lessen the spread of infection. Couch roll will be provided instead, as explained above.

13. Payments:

Patients are encouraged to pay via credit/debit card using contactless payment or bank transfer where possible. Cash payments should be avoided, and hand sanitising should take place if cash is exchanged. The card payment terminal will be cleaned using anti-bacterial products after each use.

14. Use of Toilet Facilities:

Patients are encouraged to go to the toilet before they arrive at their appointment. If Patients do need to use the facilities, they must use the toilets downstairs marked 'disabled / shower room'. Hands must be washed and all surfaces which have been touched should be wiped down using anti-bacterial wipes after each use, which will be provided. Hand towels should be used to dry hands and be disposed of in the bin.

15. Attending Appointments:

Patients should attend their appointment on their own and must not bring any children, relatives or plus ones. Patients should arrive on time and no earlier than 5 minutes before their appointment time. Patients should stay in their car and wait for their Practitioner to come and meet them to escort them into the building. Patients should refrain from wearing unnecessary excess clothing and jewellery.

16. Children under the age of 18 and Vulnerable Adults:

Children under the age of 18 or vulnerable adults, including those with learning difficulties should be accompanied by only one appropriate adult or chaperone. Each party must adhere to the Covid-19 policies as outlined in this document and sign the relevant consent forms.

17. Clinically Vulnerable / 'At Risk' group (relating for Covid-19):

If Patients are considered clinically vulnerable or fall into the 'At Risk' group relating to Covid-19, then treatment can only commence once GP approval has been granted. Approval can be verbal or in writing.

18. Appointment Intervals:

There will be a 30-minute interval between appointments to allow for appropriate cleaning protocols and infection control to be carried out between Patients.

19. Handshaking:

Handshaking should not take place between Practitioners and Patients.

20. Drinking Facilities:

Patients are advised to bring their own bottle of water when attending appointments. Glasses of water will only be provided in extreme circumstances.

21. Head, Neck & Shoulder Treatments:

Neck and shoulder treatments will take place in the prone position (Patients facing downwards) to avoid unnecessary face to face contact. If it is deemed more suitable for treatment to take place in the supine (facing upwards) or side lying position, then Patients must wear a face covering or mask. No head or face treatments will take place.

22. Cancellation Policy:

There will be a relaxed cancellation policy for at least 3 months following the reopening of the business and Patients will not be charged a cancellation fee. This is to be reviewed after such time.

We hope this information puts your mind at ease and answers any questions which you may have relating to our policies & procedures around Covid-19. However, please do hesitate to get in touch if you have any further questions or concerns.

Kinds regards,

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