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COVID-19 Policies & Procedures

The purpose of this document is to provide Patients with important information on the measures and procedures being taken to look after their welfare and ensure their safety during their time at Road To Recovery Therapy. This document also provides information on how we plan to reopen and return to work safely during the Covid-19 pandemic following lockdown 3.0.

(Effective from 12th April 2021).

Patients considered Clinically Extremely Vulnerable in the 'High Risk' group

You're considered clinically extremely vulnerable if:

- Your doctor or GP has classed you as clinically extremely vulnerable because they think you're at high risk of getting seriously ill.
- You've been identified as possibly being at high risk through the [COVID-19 Population Risk Assessment](https://digital.nhs.uk/coronavirus/risk-assessment/population) (<https://digital.nhs.uk/coronavirus/risk-assessment/population>).
- You've had an organ transplant.
- You're having chemotherapy or antibody treatment for cancer, including immunotherapy.
- You're having an intense course of radiotherapy (radical radiotherapy) for lung cancer.
- You're having targeted cancer treatments that can affect the immune system (such as protein kinase inhibitors or PARP inhibitors).
- You have blood or bone marrow cancer (such as leukaemia, lymphoma or myeloma).
- You've had a bone marrow or stem cell transplant in the past 6 months or are still taking immunosuppressant medicine.
- You've been told by a doctor you have a severe lung condition (such as cystic fibrosis, severe asthma or severe COPD).
- You have a condition that means you have a very high risk of getting infections (such as SCID or sickle cell).
- You're taking medicine that makes you much more likely to get infections (such as high doses of steroids or immunosuppressant medicine).
- You have a serious heart condition and are pregnant.
- You have a problem with your spleen, or your spleen has been removed (splenectomy).
- You're an adult with Down's syndrome.
- You're an adult who is having dialysis or has severe (stage 5) long-term kidney disease.

NB: The above information has been taken from the NHS.UK website on the 6th of April 2021. This list may not include everyone who is at high risk from coronavirus and may change as we learn more about the virus.

Main Symptoms of COVID-19 include:

(Most people with coronavirus have at least one of these symptoms).

- **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-Appointment Screening:

Covid-19 Pre-Appointment Screening will take place when Patient's make appointments. Patients will receive a link in their email confirmation to a questionnaire which must be completed 48 hours prior to their appointment commencing. This will include questions relating to general health, Covid-19 symptoms and the Patients household. Patients will be asked to read and sign a disclaimer and in doing so they agree to making their Practitioner aware of any changes to their circumstances before arriving at their appointment. Patients without an email account will be contacted and the form will be completed verbally over the phone. The information provided will be recorded electronically or on paper in line with our GDPR privacy policy.

2. Clinical Appointment Screening:

Patients will undergo a second Covid-19 screening when they arrive in clinic. This will be conducted verbally and will include specific questions relating to general health, Covid-19 symptoms and the Patients household (similar to the pre-appointment screening). All information will be recorded electronically in the Patients treatment notes. If Patients circumstances have changed when they arrive in clinic and they display any signs or symptoms of Covid-19, have been in contact with a confirmed positive case of Covid-19, or have been advised to self-isolate relating to Covid-19, then their appointment will be cancelled and rescheduled for a later date when it is safe to do so.

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

If a Patient has tested positive for Covid-19, displays any signs or symptoms of Covid-19, has been in contact with a confirmed positive case of Covid-19, or has been advised to self-isolate relating to Covid-19, then treatment can only take place once the recommended self-isolation period in line with government guidelines has been completed, and the Patient is free of all signs and 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 apart.

5. NHS Test & Trace / QR Code:

Patient's personal data such as their name, contact number and email address may be responsibly shared with the NHS Test & Trace team (if required), to help minimise the spread of Covid-19. Patients can agree or disagree to the sharing of their personal data by selecting the relevant box on their Covid-19 pre-appointment questionnaire. An official NHS QR code will be displayed in the clinic, and it is recommended that Patients download the NHS Covid-19 Contact Tracing app in order for them to 'check in' to their appointments(s) by scanning the code.

6. Returning from overseas and international travel:

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 or symptoms of Covid-19. If Patients have been advised to self-isolate following their overseas travel, then treatment can only take place once the recommended period of self-isolation has been completed, and they are free of all signs and symptoms.

7. PPE for Practitioners:

It is mandatory for Practitioners to wear a Type IIR face mask during treatments, and when in close contact with Patients. In addition, when hands on treatment takes place, a face visor shall also be worn, especially when working around the neck and face of the Patient as breathing zones will be compromised. The use of gloves and aprons are not required but may be used with discretion.

8. PPE for Patients:

Patients must wear a face mask or face covering throughout their appointment, which must be put on before entering the premises. Patients should bring their own face mask / covering where possible; however, a mask can be provided if Patients do not have access to one. Patients are welcome to wear gloves for their own safety. If a Patient is exempt from wearing a face mask / covering they are not obliged to disclose the reason of the exemption and as a service provider we have the duty, under the Equality Act 2010, to make reasonable adjustments to provide the service. Therefore, in such cases additional controls shall be put into practice. Including, not working around the neck or face areas, reduced treatment times and increased fresh air/ventilation.

9. Temperature Checks:

Patient's temperature will be taken on entry to the premises using a contactless handheld thermometer. Patients may be refused treatment if they display a temperature above 37.8C.

10. Hand Washing / Sanitisation:

Before Patients arrives, Practitioners shall wash or sanitise their hands. When the Patient arrives, they must sanitise their hands on entry to the premises. The Practitioner shall again wash or sanitise their hands directly before starting treatment, and immediately after treatment. Before the Patient leaves, they must either wash or sanitise their hands prior to exiting the premises. Hand washing facilities and sanitiser will be provided.

11. 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 the massage couch, all furniture, surfaces, door handles, handrails, massage lotion bottles, equipment, bolsters and face visors. The floor will be hoovered at the end of each day.

12. Appointment Intervals:

There will be 30-minute intervals between appointments to allow for appropriate cleaning protocols and infection control measures to take place between Patients and to help reduce the risk of cross contamination between the 'cross over' of Patients.

13. 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.

14. 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. Bolsters may be used as a head rest / pillow for Patient comfort and will be cleaned using anti-bacterial products between uses.

15. 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.

16. 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 disabled toilet downstairs marked 'Road To Recovery'. 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.

17. 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 or remain outside the building and wait to be escorted into the building by their Practitioner. Patients should refrain from wearing unnecessary excess clothing and jewellery where possible.

18. 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.

19. 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 procedures outlined in this document and sign the relevant consent forms.

20. Clinically Extremely Vulnerable / 'High Risk' group:

If a Patient is considered to be clinically extremely vulnerable and falls into the 'High Risk' group relating to Covid-19, then treatment must proceed with caution. Stricter control measures will be put in place, such as consultations taking place via phone or video call, shorter treatment times and increased ventilation during treatments. The Patient will be informed of all associated risk factors and will be given the opportunity to ask any questions prior to treatment commencing. Treatment will only take place once all 'red flags' and contraindications have been screened for and the Practitioner deems it safe and necessary to proceed with treatment. If any 'red flags' or contraindications present themselves, then a GP letter of approval will be required before treatment can commence. Patients informed written consent must be provided before treatment can be carried out.

21. Long Covid:

Any Patients suffering with Long Covid symptoms who have not yet consulted with their GP, must do so before any treatment can commence.

22. Covid Vaccination:

It is recommended that no treatment is undertaken within 48 hours of Patients having received their first or second Covid vaccine. Patients that have received their vaccine(s) will still need to adhere to the procedures outlines in this document, as vaccination does not provide complete immunity.

We hope this information puts your mind at ease and answers any questions which you may have relating to our polices & 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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