

## Health and Wellness Falsgrave Clinic

### Covid 19 Protocol

Update 5 of Rev 3 issued on 5th January 2021

Following the government announcement on the 4th January 2021 of the decision to impose a national lockdown to control the spread of Covid 19 this update is intended to inform our users concerning the availability of health care services.

Health and Wellness operates a Covid 19 secure facility for the provision of Podiatry, Physiotherapy and Psychotherapy. Each of these services is delivered by qualified and registered therapists who are regulated by their respective professional organisations.

The current lockdown legislation allows Health Care Services to remain open. Notwithstanding this provision each of the professional organisations have published their own guidelines to instruct the provision of Face 2 Face therapy. These guidelines will be carefully followed and will instruct the therapist in their decision to recommend either a remote ( video or telephonic) consultation or Face 2 Face at the clinic.

Health and Wellness Falsgrave Clinic is committed to the provision of safe and appropriate treatment for all our users. Please see our attached Covid Secure Protocol for details

Rev 3 Update 4 issued on 4th November 2020

Update 4 4.11.20.

Following the government announcement of a Covid 19 induced nationwide lockdown from Thursday 5th November this update is being issued to record the position of Health and Wellness Falsgrave Clinic.

On assessment of the lockdown criteria it has been decided that the regulated health care provision of physiotherapy, podiatry and psychotherapy can continue to be delivered through the planned 4 week period of lock down.

The clinic will undertake a risk assessment and review of all Covid 19 related protocols required to minimise risk to therapists and patients.

All existing procedures will remain in place and there will new signage and an emphasis on :

Face covering

Social distancing  
Hand sanitising  
NHS COvid 19 App  
Covid 19 Screening

Rev 3 Update 3 issued on 25th August 2020

As the level of restrictions are gradually being reduced and as we try to return to as normal as possible in our day to day activities it is appropriate to examine how HWFC can deliver services safely and effectively. Throughout this crisis HWFC has carefully considered its operating procedures to minimise risk and deliver health care services in a responsible way. This update aims to present the plan towards full time working from 14th September 2020.

The next phase of our re-opening will be challenging because whilst we need to move towards allowing all clinic therapists to work normally there will be the inevitable increase in patient throughput which could jeopardise COVID-19 security. Of particular concern is the narrow one-way entrance and corridors from reception to treatment rooms where it will be difficult to control social distancing. Also of concern are the many surfaces that will be used by patients and therapists over the course of the day in particular door handles, push plates, grips, gates, railings, banisters, chairs, toilet and bathroom furniture, taps.

Having assessed the risk areas, this update aims to specify the operational procedures designed to maximise COVID-19 security. There are 7 operational procedures considered important to establish the desired security and these must work well together to achieve the required outcome.

1. Face coverings
2. Hand sanitising
3. Social distancing
4. PPE
5. Cleaning
6. Clear signage
7. User compliance

Face coverings

Since the re-opening of the clinic on 15th June 2020 there has been a mandatory requirement for the wearing of face masks at all times inside the clinic. From the 1st August 2020 the requirement to wear face masks before entering the clinic grounds was introduced. This requirement will be further emphasised with the installation of clear and durable signage on gates and railings.

## Sanitising

Regular and effective hand sanitising will be vital. To this end the clinic will install sanitising stations throughout the clinic including the path leading to the entrance, the entrance hallway, the reception area, all treatment rooms, toilet area, kitchen. Clinic users will be instructed to sanitise at every station they pass in the hope that every pair of hands that get anywhere near the clinic facility will be sterile.

## Social distancing

This is our biggest challenge but hopefully the mandatory use of face masks and obligatory hand sanitising will reduce the risk associated with any brief breach of social distancing between clinic users. Clinic users will be specifically requested to appropriately give way so as to avoid crossing in corridors and doorways, there will be signage providing reminders. The reception area has been arranged to facilitate 2 metre social distancing and there will be regular monitoring to ensure compliance.

## PPE

Each therapist must take personal responsibility for the acquisition and use of PPE to the necessary standard. To date, Podiatry and Physiotherapy have implemented PPE policies compliant with their society's instructions. From the 14th September 2020 counselling and psychology services will return to the clinic and it will therefore be necessary for each of the visiting therapists to present their risk assessments and procedures. Likewise, as medical-legal services return, each of the organisations will need to present their operational protocols.

## Cleaning

The clinic already has a cleaning procedure which has been implemented and recorded. The deep cleaning will continue as previously specified, as will the individual therapists inter patient cleaning procedure and the hourly wiping down of surfaces, handles, doors, furniture, toilet areas etc

## Signage

This will be reviewed and modified to ensure that instructions are clear, easily read and unambiguous to encourage full compliance

## User compliance

This will be achieved by effective screening, written directives and consent.

Rev 3 Update 2 issued on 27th July 2020

Update 2 following the government announcement of further relaxation of lockdown measures and progress towards a return to work.

In view of the government's announcements concerning the reopening of retail, hospitality and leisure facilities and the general approach to a gradual return to work it is appropriate to re-examine our Covid-19 secure operating protocol to determine if it is possible to increase patient volumes through the clinic.

The clinic is presently limiting the number of full time therapists that can provide treatment on any one day to minimise patient and therapist interaction. Over the period since the clinic re-opened on 15th June the operating procedures have been effectively implemented and complied with.

It will be important to determine how the clinic can allow more than one full time therapist to work whilst ensuring compliance with Covid-19 secure protocols. The main issue here is one of social distancing, particularly in the entrance and connecting corridors.

An appropriate risk assessment has been completed and it has been determined that by installing additional signage and clear instructions to patients it would be safe and appropriate, from the 1st August 2020, to allow 2 full time therapists to work together on one day per week. In addition, following close consultation with the provider it has been decided to resume Medical Legal Consultations. These will only be permitted when there are no other therapists working and patient flow through the clinic will be constantly managed to ensure compliance with our Covid-19 secure protocols. In addition, the clinic will introduce attendance logging and contact details will be verified.

Provisional arrangement as follows from 1st August

Physiotherapy: Wednesday Thursday Friday Saturday. Face to Face clinic sessions from 1st August

Podiatry: Monday Tuesday Wednesday Face to face clinic sessions

Counselling/psychotherapy: Mon-Sat (Part time therapists only)

Medical Legal: As required subject to Covid-19 secure protocol

Rev 3 Update 1 issued on 23rd June 2020

Update following Government announcement concerning changes from 4th July 2020

This is an update of HWFC's Covid-19 secure protocol following the government's announcement on the 23rd June 2020 concerning the relaxation of social distancing and social gathering as well as allowing the reopening of hospitality and other businesses.

From the 4th July, there will be a reduction of social distancing rules from 2m to 1m+ and the permitting of up to two households to meet together, however HWFC has decided not to modify, in any respect, the operating plan to manage users of the clinic. This decision is based on the need to ensure that users do not encounter each other in entrances and corridors where they would be obliged to be much closer than the 1m+ social distancing rule. The clinic has also decided that face masks will still need to be worn at all times when inside the clinic. This ruling is consistent with the mandatory requirement to wear face coverings on public transport and when visiting health establishments and is necessary to protect both the patient and therapist. Also, we feel it is prudent to not reduce the social distancing requirement when inside the clinic and therefore the 2m rule will continue to be applied.

This protocol will be regularly reviewed and updated as required.

Health and Wellness Falsgrave Clinic

Covid-19 Re-opening

## Introduction

Following the announcement from the government on Sunday 10th May it is now appropriate to consider how the clinic may reopen and what procedures would need to be implemented to comply with the overall message of:

Stay Alert  
Stop the Virus  
Save Lives

This document is a return to work plan. As evidence arises relevant findings will be incorporated into the document and published as revisions and updates ( rev1 rev2 etc update 1, update 2 etc). It will aim to identify those measures and procedures that need to be in place at the time of re-opening. Reasoned discussion of the following headings is considered appropriate for any opening to take place on the 1st June 2020.

Opening  
Appointment management  
Deep cleaning  
Risk assessment  
Age restriction  
Comorbidities  
Other risk factors  
Infection control  
Patient consent  
Patient communication  
Test and Trace  
Track and Trace App

## Opening from the 1st June

The clinic offers physiotherapy, podiatry, counselling, medical legal reviews. In order to regulate the throughput of clients so as to minimise patient to patient contact it is proposed that physiotherapy and podiatry should be on alternate days and that counselling could take place on any day( the number of clients is low and easily managed). Where the clinic is used for medical legal review it will be necessary to close the clinic to all other services. See update 2 for changes.

Physiotherapy Tuesday Thursday Saturday. Face to Face clinic sessions from the 15th June

Podiatry Monday Wednesday Friday

Counselling/psychotherapy Mon-Sat

Medical Legal As required .Clinic closed to other services Please note that all sessions have been cancelled for June. Under review for July

From 1st August

Physiotherapy: Wednesday Thursday Friday Saturday. Face to Face clinic sessions from 1st August

Podiatry: Monday Tuesday Wednesday Face to face clinic sessions

Counselling/psychotherapy: Mon-Sat (Part time therapists only)

Medical Legal: As required subject to Covid-19 secure protocol

#### Appointment Management

It is recommended that appointment slots should be allocated in such a way that the number of patients in the clinic at any one time should be limited to a maximum of four( 20/7/20) which will facilitate 1mtr+ spacing of reception seating/standing. Allowing for the possibility that there may be a counselling/psychotherapy client on any one day then it is recommended that podiatry and physiotherapy patients should be limited to no more than 3 (20/7/20) at any one time. In order to best achieve this the physiotherapy appointments will be spaced out through the day and will be allocated as follows:

9am

10.30am

1pm

2.30pm

4pm

5.30pm

Deep Cleaning

The clinic must be thoroughly ( deep ) cleaned before opening to the public and thereafter on a weekly basis. This will involve the thorough cleaning of all surfaces, floors, furniture, windows, blinds, equipment, portable devices etc.

## Risk Assessment

With regard to COVID 19 this assessment covers infection control and the risk of transmission within the clinic environment.

It is known that COVID 19 can be transmitted through droplets ( and possibly aerosol) of body fluid passed directly through the air or via contaminated surfaces. The clinic must assume that any patient visiting the clinic could potentially pass on the virus directly or indirectly to practitioners and other patients.

All visiting patients must be pre-assessed to check that a visit is absolutely necessary, that they have no relevant symptoms, have not been in contact with anyone who has, that no member of their household is infected and are aware of the risks associated with attendance.

It has become clear over the period of the pandemic that there are groups that are more vulnerable to serious infection which can be fatal. Although individually variable it would appear that 70 yrs of age is something of a demarcation. Because of this it is recommended that where a patient is over the age of 70 of age then there needs to be a valid reason for face to face treatment and the patient needs to acknowledge the risk associated with clinic attendance.

It has also been recognised that certain pre-existing medical conditions can increase the probability of suffering from severe acute respiratory distress which can be fatal. The following medical conditions need to be considered a significant risk factor and need to be taken into account when considering face to face treatment:

- Hypertensive diseases
- Diabetes
- Chronic Respiratory disease
- Obesity
- Immunodeficiency
- Chronic Kidney Disease
- Dementia

Recent analysis,( particularly in the UK in the PHE report into “Disparities in the risk and outcomes of COVID-19”) have revealed that other factors may play a significant part in the risk of infection and death. The additional factors highlighted for analysis were as follows:

- Gender
- Geography



Deprivation  
Ethnicity  
Occupation  
Inclusion Health Groups  
People in Care Homes

Although Age and comorbidities seem to underline many of the disparities it remains to be seen if there are other drivers that may account for the disparities. In view of this, when screening patients for treatment ethnicity will also be recorded and considered.

In view of the known risk factors associated with COVID-19 infections it will be essential that all patients who attend the clinic are appropriately screened and outcomes recorded.

The risk of direct transmission can be reduced with the use of protective masks. All therapists will be required to use Respirator type masks (FFP2, FFP3, N95). All visiting patients will be required to wear Type II masks which will be provided on entry if not already being worn. Masks must not be removed during the session.

The risk of indirect transmission can be reduced by compliance with the following guidelines:

The use of industry standard disinfectant cleaning fluids for all surfaces

The use of alcohol based hand sanitizing products

Regular hand washing using soap and running water

The management of movement through the clinic to reduce contact with doors and other surfaces.

The management of movement through the clinic to minimise person to person contact

The restriction of the number of patients attending to ensure compliance with social distancing

Patient attendance logging to assist Test and Trace where required ( added 20th July 2020)

Visible communication media to inform patients of procedures

The regulated use of toilet facilities

The use of disposable towels on treatment couches

The hourly cleaning of doors and surfaces with disinfectant

The cleaning of doors and handrails immediately following the exit of a patient from the clinic

The cleaning of treatment couches and other surfaces in the treatment room between sessions

The wearing of protective clothing. It is recommended that scrubs should be cleaned on a daily basis, that these should be donned and undonned in the clinic, that a fluid resistant disposable apron should be used and replaced for each session.

The appropriate use of clinical waste bags and disposal.

Patient covering to be changed for each patient and to be of low absorbent material which is easily and safely transported, cleaned and dried

#### Patient Consent

The patient will need to sign a consent that acknowledges the risk associated with face to face treatment at this time and the need to comply with Government guidelines to control the spread of the virus.

#### Test and Trace (Advice to Patients)

The Government has commenced the planned Test and Trace system whereby if you develop symptoms you are required to self isolate and immediately obtain a test. If you test positive to the virus you will be contacted by the Trace team who will begin the process of identifying and tracing those that you have recently been in contact with. If you have recently attended the clinic and found to be positive it is vital that you inform the Tracing team and provide the clinic details.

Also, if you are contacted by the Tracing Team as having been in contact with an infected person you will be required to self isolate for 14 days. In this event if you have an appointment scheduled which falls within this period then it is vital that you contact the clinic and rearrange your appointment.

#### Contact Tracing/Track and Trace App. (Advice to Patients)

When the Track and Trace App becomes available it will be desirable for both therapists and visiting patients to have this running on their mobile devices. When a patient is not willing or able to activate the App then it will be important to ensure that contact details are up to date and that the patient agrees to notifying the clinic in the event that they develop symptoms or are in contact with any other person who is tested positive for the virus.

#### Premises QR code

As premises have opened to customers then the government has required that a real time attendance record is provided. This can be achieved through the use of QR codes posted at the entrance of the premises and which can be scanned using the Covid 19 app.

Health and Wellness have registered the premises and published a QR code which has been posted at the entrance to the clinic. Patients are instructed to scan the QR code using the Covid 19 app on each visit to the clinic.

## Appendices

Specification of cleaning materials.

Medical devices- Mikrozyd Sensitive wipes

All surfaces- Evans Safe Zone Plus

Floors- Evans Safe Zone Plus

Hand Cleaning- 70% alcohol hand sanitiser pump. Purell hand sanitiser touch free dispenser. Gojo soap touch free dispenser

Specification of PPE

Typell face masks  
 N95 Respirator face masks  
 Disposable Polythene Apron  
 Disposable rubber gloves  
 Face protector-plastic visor  
 Polycotton scrub set

## Cleaning checklist

Health and Wellness Falsgrave Clinic COVID 19 Infection Control Checklist

Date

Location Entrance/Reception/Toilets/Treatment Room Doors

Action	Frequency	Time/Initial	Time/Initial	Time/Initial	Time/Initial
Entrance railing steps	Hourly				
Entrance Grab rail	Hourly				
Entrance door handle	Hourly				
Entrance door push	Hourly				
Entrance door pull	Hourly				
Reception door handles	Hourly				
Reception top surface	Hourly				
Reception chairs	Hourly				
d/s Toilet door handles	Hourly				

d/s Toilet Flush	Hourly
d/s toilet taps	Hourly
d/s toilet light sw	Hourly
d/s therapy room handles	Hourly
Staircase banister	Hourly
u/s toilet door handles	Hourly
u/s toilet door handles	Hourly
u/s toilet light sw	Hourly
u/s toilet taps	Hourly

Health and Wellness Falsgrave Clinic COVID 19 Infection Control Checklist

Date

Location Treatment Room

Action	Frequency	Time/Initial	Time/Initial	Time/Initial
Treatment room door handles	Session			
Cupboard surfaces	Session			
Seating	Session			
Clothes container	Session			
Couch top	Session			
Medical equipment	Session			
Portable devices	Session			

Health and Wellness Falsgrave Clinic COVID 19 Infection Control Checklist

Date

Location Entrance/Reception/Toilets/Treatment Rooms/Kitchen/Basement area

Action	Frequency	Date/Initial	Date/Initial	Date/Initial
Entrance hall floor	Weekly			
Reception floor	Weekly			
Treatment room floors	Weekly			
Window sills	Weekly			
Architrave entrance	Weekly			
Architrave doors	Weekly			
Basement area	Weekly			
Kitchen Area	Weekly			
G/f toilet	Weekly			
1st floor toilet	Weekly			



Risk Assessment Summary

**HWFC Covid 19 Risk Assessment**

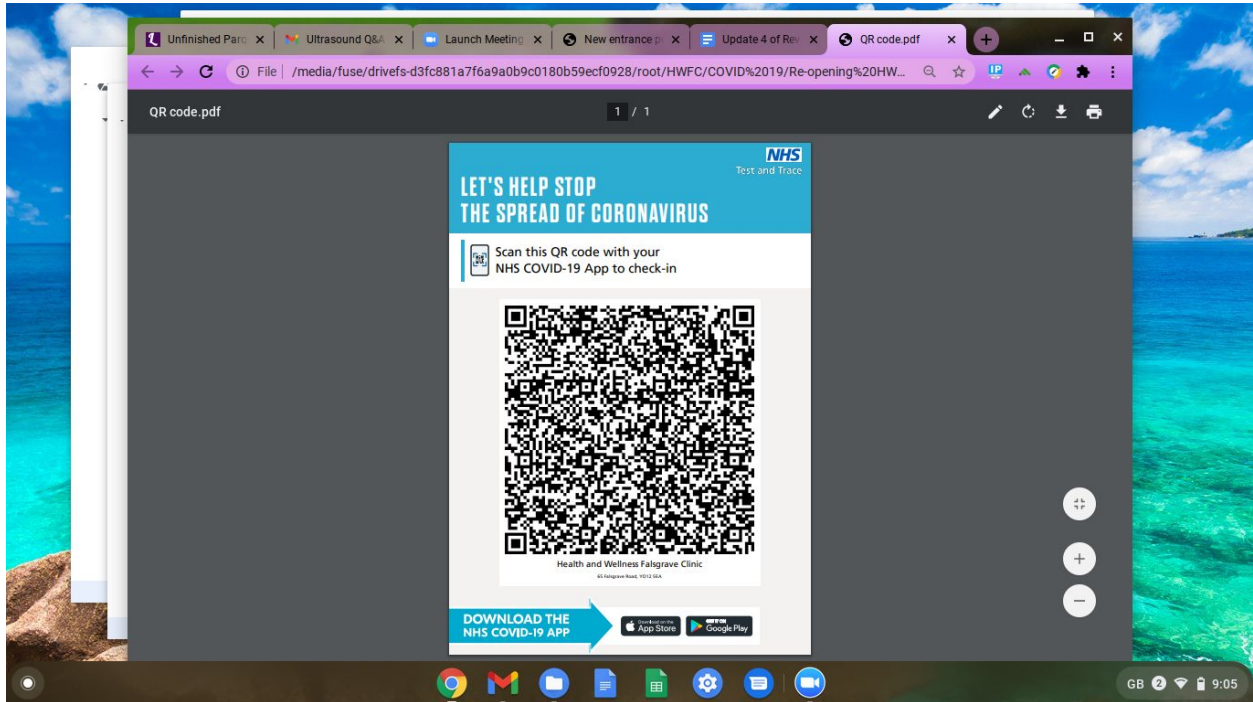
<b>HWFC Covid 19 Risk Assessment (Prepared 20th May 2020)</b>					
<b>Material</b>	<b>Hazards</b>	<b>Existing Control Measures</b>	<b>Risk (consider both the likelihood and severity of harm)</b>	<b>Decide if improvements are needed</b>	<b>Action to be taken (assign a due date and a person to be responsible)</b>
<b>Notes</b>	<b>Notes</b>	<b>Notes</b>	<b>Notes</b>	<b>Notes</b>	<b>Notes</b>
Covid -19	Cross infection between:  Patient to Therapist  Patient to Patient  Therapist to Patient	Patient screening  Patient declaration  Patient consent  Covid 19 App  Premises QR code  Use of PPE  Weekly Deep Clean  Hourly surface cleaning  Per session clean  People traffic management  Restricted Areas  Phased working hours	Where all control measures are applied the risk level is considered LOW	PPE specs checked  Cleaning materials spec checked  Covid -19 app download  Premises QR code  Premises signage	Patient screening(Therapist)  PPE check( Therapist)  Session clean( Therapist)  Hourly clean( Clinic)  Weekly clean( Clinic)  Phased working hours(Clinic)  Covid-19 download (Therapist)  Premises QR code (Clinic)

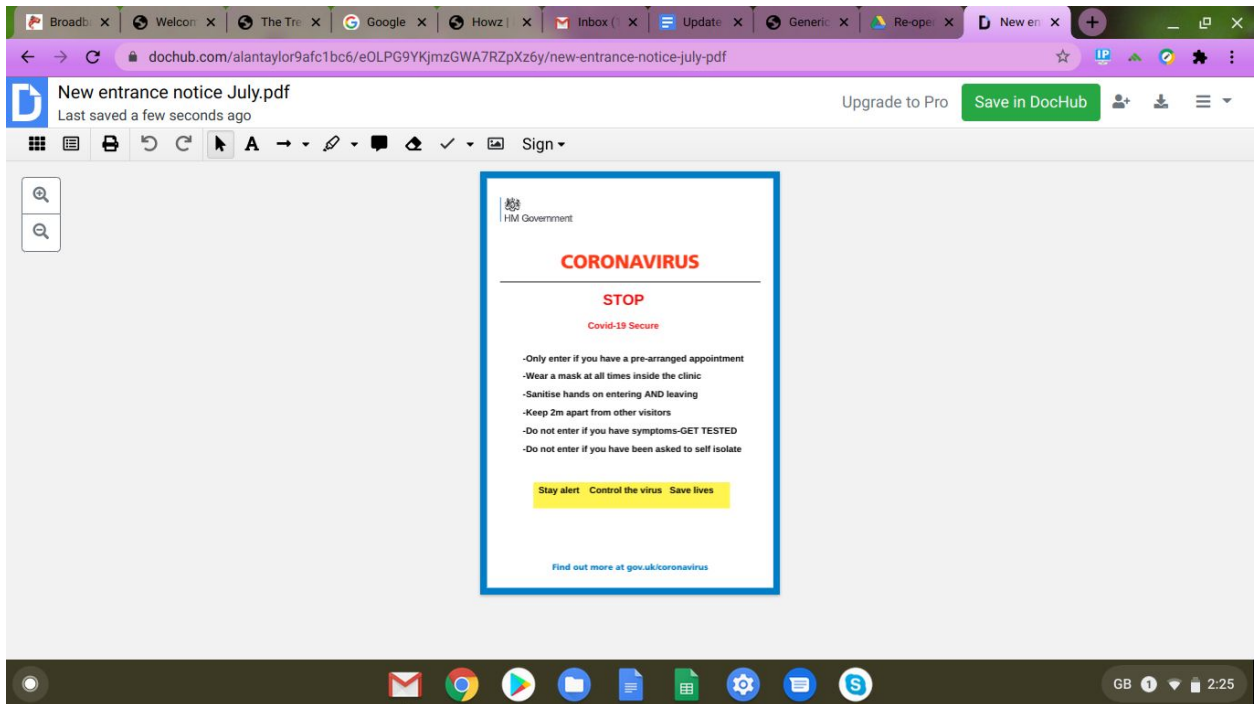
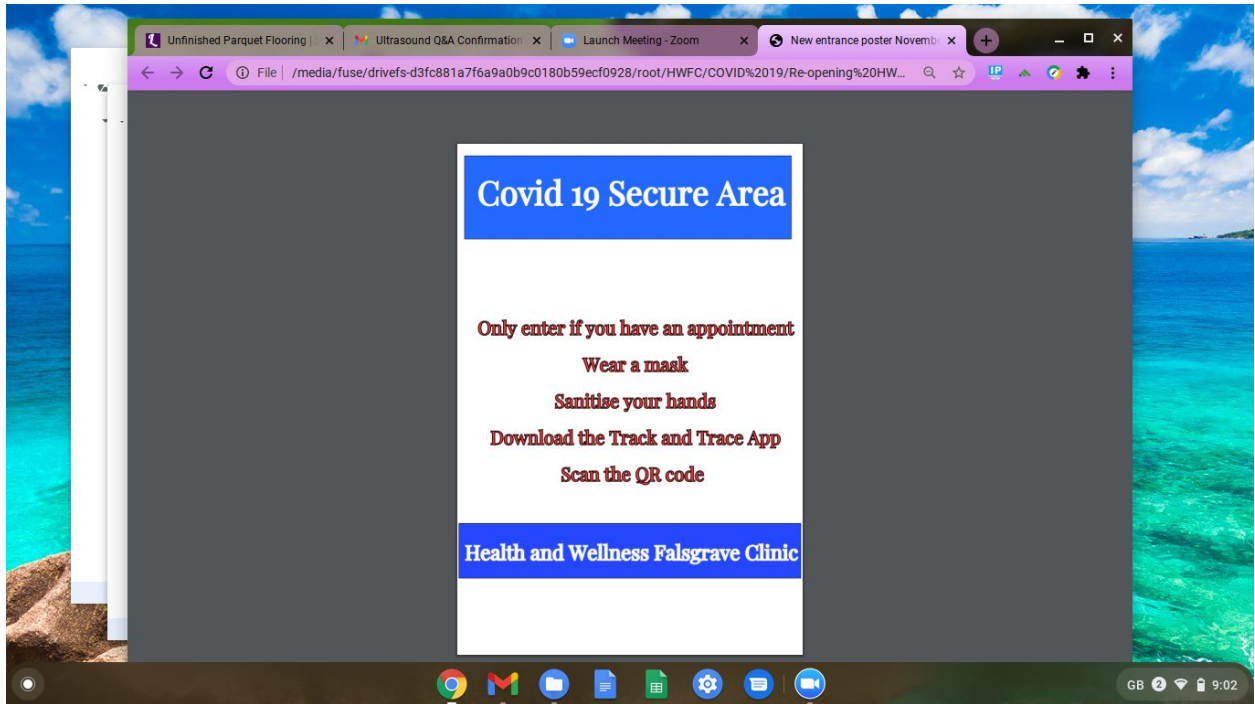


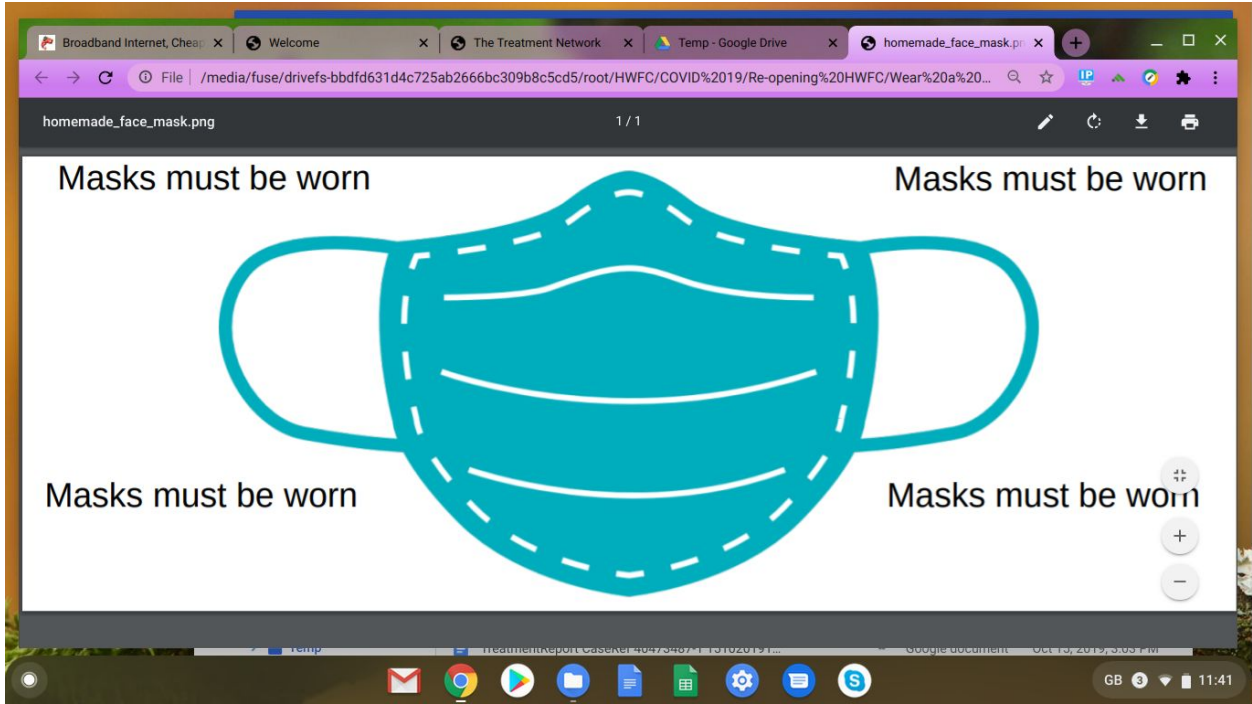


## Communications Media

### Entrance







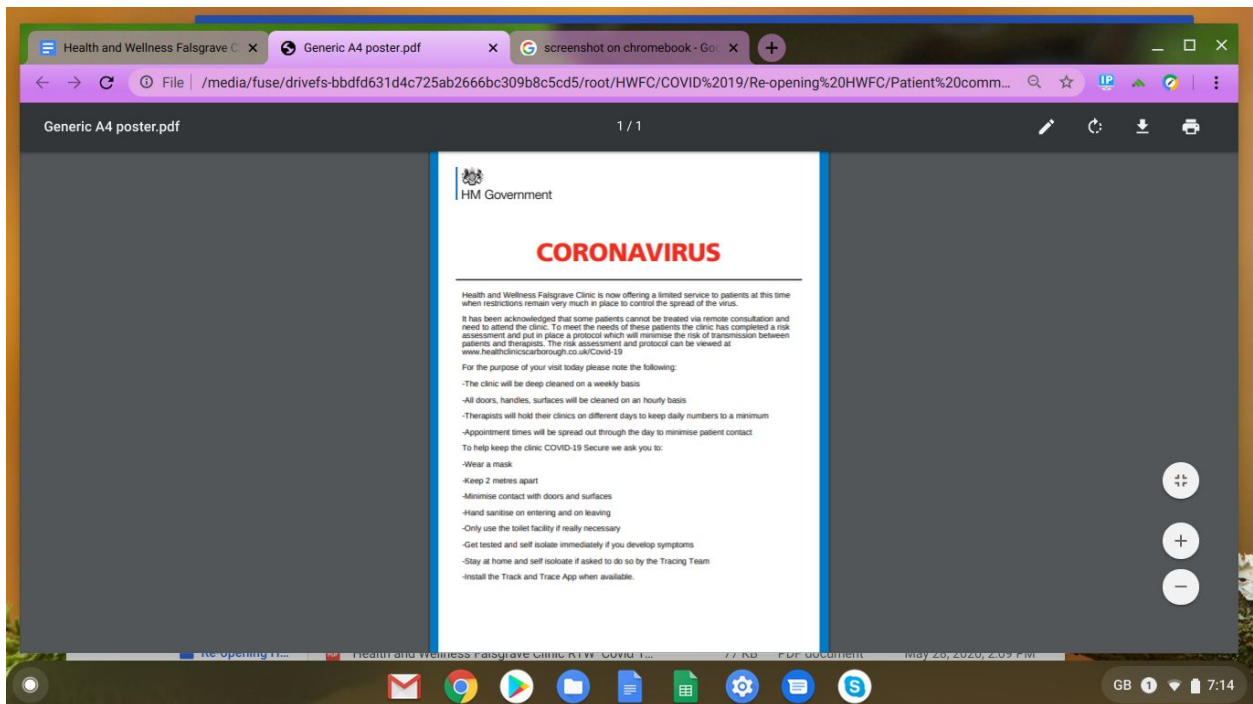
Mask on now please



Give way to others leaving



## Reception



# STAND HERE PLEASE



Consent form (Sample)

**Health and Wellness Falsgrave Clinic**

Physiotherapy Clinic Patient Consent Form

Patient Full Name: .....

Patient DOB: .....

## **Consent to be Treated by a Physiotherapist**

I understand that I am being assessed and treated by a Chartered Physiotherapist, registered and regulated by the HCPC (Health and Care Professions Council). Alan D Taylor, Registration number PH71556.

I confirm that I have given my medical history to the best of my knowledge and I understand that it is my best interest to advise of any changes to my medical history and or medication as and when that may occur.

I understand that the treatment to be provided may include manual therapy comprising massage, mobilisation and manipulation of soft tissues and joints and that this can sometimes cause discomfort and delayed soreness. Where appropriate, I also consent to the use of therapeutic and or diagnostic ultrasound therapy.

I understand that I have the right to refuse treatment at any time during the appointment or refuse further treatment, even if recommended by the physiotherapist.

During this period of the COVID 19 epidemic I acknowledge the need to conform to Government guidelines concerning social distancing, self isolation and personal hygiene. Furthermore, I recognise that by attending the clinic for treatment there is an increased risk of transmission of the virus and that it is essential that I follow instructions provided by the clinic designed to minimise the risk including the wearing of masks, the use of facilities, the sanitising of hands.

I further confirm that in the event of developing symptoms of COVID-19 I will follow Government advice and request a test. In the event that I test positive I will work with the Test and Trace Team to identify all possible contacts

### **Personal Data**

I consent to my personal details and treatment notes to be stored and processed only for the purpose of providing the most appropriate physiotherapy treatment to meet my personal needs and that I may withhold my consent. I accept that the minimum period for retention of this information will be 8 years from the date of last treatment.

You should be aware that you have certain rights under the Access to Health Records Act 1990.

Date:

Patient's signature:

Covid -19 Infection Risk Screening

HWFC Covid-19 Infection Risk Screening

Patient name:

DoB:

Currently or in the last 7 days are you suffering from:

Fever ( temperature higher than 37.8)

Temp reading:

New or worsening persistent cough

Reduced sense of taste or smell

Have you, at any time, tested positive for coronavirus?

Have you, at any time, had to self isolate?

Have you recently been in close contact with anyone suffering from coronavirus?

Have you recently returned from travelling overseas?

Have you any reason to think that you may have contracted coronavirus?

Has your GP instructed you to shield because you are at increased risk from coronavirus.

Have you any of the following medical conditions associated with an increased risk from coronavirus?

Diabetes

Hypertensive disease

Chronic respiratory disease

Chronic Kidney disease

Immunodeficiency

Dementia

Obesity

Triage Assessment Flow Chart Tool

001750\_COVID-19\_Face-to-Face Consultations\_Flow Chart\_V6\_0.pdf 1 / 1

### COVID-19 How to decide if face-to-face consultations are appropriate

Correct as of 4 June 2020

**A new patient makes contact or is referred to your service** | **An existing patient requires a follow-up**

**Triage remotely to include:**  
 Covid screening, clinical triage, patient preference discussion, virtual-first considerations

**Serious pathology suspected**  
 Undertake shared decision making and seek consent with your patient to offer a face to face appointment.  
 If emergency is in place, deliver a face-to-face consultation. Ensure you follow current PPE<sup>1</sup> and government guidance for your country. Ensure a formal review is entered. Document your treatment as normal.

**Serious pathology not suspected**  
 Call the patient's needs, treatment and/or follow-up to be met by safely setting-up or virtual consultation, including by support from carers or family?

**Can you meet the clinical need, justify patient preferences and, evaluate patient capacity to engage, in order to deliver the physiotherapy intervention via remote means?**

**Deliver advice, intervention and self-management by virtual means, through formal review and document your treatment as normal.**

**Read our guidance for private practices on face-to-face consultations<sup>2</sup> and put appropriate measures in place before continuing.**

**Deliver advice, intervention and self-management by virtual means, through formal review and document your treatment as normal.**

**Refer via emergency/urgent pathways to acute NHS services**

**Can the patient's needs, treatment and/or follow-up to be met by safely setting-up or virtual consultation, including by support from carers or family?**

**Yes**  
 Read our guidance for private practices on face-to-face consultations<sup>2</sup> and put appropriate measures in place before continuing.

**No**  
 Refer via emergency/urgent pathways to acute NHS services

**References**