

## Infection risk assessment and mitigation policy

This document provides a written record of the heightened infection control measures that this clinic has put into place to ensure the safety of all staff and patients during COVID-19. This will be reviewed if and when guidance changes.

We have assessed our practice for risks outlined and put in additional processes as detailed below

<b>Undertaken a risk assessment</b>	11 <sup>th</sup> May 2020 - This will be reviewed in light of any change of Government guidance.
<b>Heightened cleaning regimes</b>	<ul style="list-style-type: none"> <li>• Osteopaths to work from treatment room in car park as it has greater air flow and no need to enter other sections of the building</li> <li>• Appointment times will have extra time added to allow room airing and cleaning</li> <li>• Clinic rooms will be cleaned in between each patient</li> <li>• Signs in all public areas re handwashing, and for practitioners donning and doffing PPE</li> <li>• Separate cleaning materials in each treatment room when both rooms are operational</li> <li>• Airing the treatment room in between each patient – opening exterior door and window</li> <li>• Common areas/washrooms will be cleaned daily</li> <li>• Hard surface in common areas will be cleaned after every patient</li> <li>• Only use sealed bins with bin liner, waste to be double bagged and held for 72 hours prior to disposal</li> <li>• Waterproof pillows provided, all linen removed</li> <li>• Deep clean and decoration taken prior to reopening</li> </ul>

<b>Increased protection measures</b>	<ul style="list-style-type: none"> <li>• All linen has been removed, waterproof pillow slips provided</li> <li>• Removal of all unnecessary furniture including heaters and books</li> <li>• Osteopaths to triage patients prior to appointment to move any extremely clinically vulnerable patients to a remote appointment, and to triage others for vulnerability level, covid-19 signs and symptoms and family / household details.</li> <li>• Cashless and online payments along with online bookings</li> <li>• Clinicians will be wearing PPE: type IIR fluid resistant face masks, aprons and disposable gloves</li> <li>• Patients provided with a type IIR fluid resistant mask or to bring own face covering to wear on entry to the building</li> </ul>
<b>Put in place distancing measures</b>	<ul style="list-style-type: none"> <li>• Limited to two socially distanced patients in waiting area</li> <li>• Treatment rooms rearranged to ensure social distancing is possible</li> <li>• In-car waiting where possible for patients</li> <li>• Online self check-in activated</li> </ul>
<b>Staff training</b>	<ul style="list-style-type: none"> <li>• Correct handwashing/hand-rubbing technique</li> <li>• Donning/doffing PPE correctly and safely</li> <li>• Staff briefed and trained on updated clinic policies and infection measures currently advised by Public Health England</li> <li>• Staff included in and fully briefed on this policy</li> </ul>
<b>Providing remote/ Telehealth consultations</b>	<ul style="list-style-type: none"> <li>• All patients will have telephone pre-screening call to decide on safest appointment type</li> <li>• Covid-19 screening questionnaire and risk acceptance to be automatically sent to every patient 8 hours prior to their appointment, face to face to be swapped to Telehealth if needed.</li> <li>• Follow-up/maintenance appointments available via telephone/video call</li> </ul>
	Document last updated: 03/06/20

Table 2a. Protection of staff and patients before they visit, and when attending the clinic.  
We have assessed the following areas of risk in our practice and put in place the following precautions

	Description of risk	Mitigating action	When introduced
<b>Pre-screening for risk before public/patients visit the clinic</b>	Patient vulnerability and risk of transmission of Covid-19 symptoms person to person	<p>In the first instance patients are to be telephoned by their practitioner upon booking an appointment to triage them. They will then be advised of the most appropriate appointment type: -face to face, Telehealth, combination of both.</p> <p>The practitioner will fill in a Covid-19 vulnerable patient questionnaire on Jane app to assess the risks and document this discussion . This includes:</p> <ul style="list-style-type: none"> <li>• Screening for any symptoms of Covid-19 (e.g. high temperature or a new, persistent cough) in the last 7 days?</li> <li>• Screening for extremely clinically vulnerable patients</li> <li>• Screening for additional respiratory symptoms or conditions e.g. hay fever, asthmas</li> <li>• Screen to see if a member of their household had/has symptoms of Covid-19 or are in a high-risk category i.e. shielded as considered extremely clinically vulnerable?</li> <li>• Have they been in contact with someone with suspected/confirmed Covid-19 in last 14 days?</li> </ul> <p>If a virtual consultation will not meet the needs of the patient and it is decided that a face to face appointment is needed further screening of the patient (and chaperone if relevant) before they arrive in the clinic will be conducted:</p> <ul style="list-style-type: none"> <li>• Inform the patient that they will receive an email within 8 hours of their appointment to reassess if they have developed any symptoms of or had contact with Covid-19 .</li> <li>• Inform the patient that visiting the clinic for a face to face consultation is not 100 percent risk free because of the nature of Covid-19 and document that this has been explained to them</li> <li>• Inform the patient that the practitioners and staff are not experiencing symptoms of Covid-19 and do not have a temperature or cough. If this should change they would be immediately notified.</li> <li>• Options for Telehealth to be offered if symptoms are present or contact status has changed.</li> <li>• Email or intake form to be sent to all patients after booking to explain what to expect and all health and safety protocols.</li> </ul> <p><b>Triage pre-screening information will be documented in the patient notes.</b></p>	01/06/20

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Protecting members of staff	Risk of transmission of Covid-19 symptoms Person to person	<ul style="list-style-type: none"> <li>• PPE will be provided to staff, see table 3 below.</li> <li>• Staff and practitioners to take their temperature prior to their shift</li> </ul>	01/06/20
Confirmed cases of COVID 19 amongst staff or patients?	Risk of transmission of Covid-19 symptoms person to person	<ul style="list-style-type: none"> <li>• If the patient experiences symptoms within 2-3 days of visiting the clinic they are asked to inform clinic. Any staff with direct contact to that individual should self-isolate and get tested if for any reason they did not have PPE on during the contact. If they had direct contact ( less than 1metre) but were wearing appropriate PPE they should be made aware of the contact and monitor for symptoms</li> <li>• Anyone with indirect contact ( 2metre) with the patient, should also be advised of the situation and suggest they monitor for symptoms. Eg reception staff , patients who shared a reception area .</li> <li>• If a staff member has symptoms or tests positive they should isolate as recommended by government guidelines. If asymptomatic they could conduct appointments via Telehealth. If unwell patients to be rescheduled.</li> <li>• The Practitioner may return to work after 7 days if they no longer have symptoms.</li> <li>• If a practitioner has had contact with a patient who has subsequently shown symptoms they may wish as a courtesy to contact any patients they have had direct contact with in past 72 hours, or patients who were seen after the contact patient to warn them of the minimal risk and to monitor for symptoms.</li> <li>• If a practitioner is contacted via track and trace they may release patient basic contact details . See institute of osteopathy guidelines for the latest advice</li> <li>• If a practitioner has previously been tested as positive for Covid-19 and has antibodies this may no longer be necessary but we will be guided by the gov.uk guidelines as these tests develop.</li> </ul>	01/06/20

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	<b>Description of risk</b>	<b>Mitigating action</b>	<b>When introduced</b>
Travel to and from the clinic	Risk of transmission of Covid-19 symptoms person to person	<ul style="list-style-type: none"> <li>• Patient/chaperones travelling by car are asked to wait in their vehicle and check in online or call the practice to inform us they have arrived.</li> <li>• Patients travelling on foot are able to use the waiting area but are asked not to arrive more than 5 minutes before their appointment time.</li> <li>• Patients travelling via public transport to be advised to wear a face covering on journey</li> </ul>	01/06/20
Entering and exiting the building	Risk of transmission of Covid-19 symptoms person to person	<ul style="list-style-type: none"> <li>• Patients are asked not to arrive more than 5 minutes before their appointment to comply with social distancing and reduce time in the waiting area</li> <li>• Patients arriving by car are asked to wait in their car or outside the building and call the practice to inform us they have arrived</li> <li>• Patients arriving by foot may use the waiting area</li> <li>• Patients will be asked to sanitise their hands upon arrival</li> </ul>	01/06/20

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	<b>Description of risk</b>	<b>Mitigating action</b>	<b>When introduced</b>
Reception and common areas	Risk of transmission of Covid-19 symptoms person to person	<ul style="list-style-type: none"> <li>• All unnecessary items have been removed</li> <li>• Patients are asked not to arrive more than 5 minutes before their appointment to comply with social distancing and reduce time in the waiting area</li> <li>• Returning patients will be encouraged to pay by contactless or online, new patients will only be able to pay online to reduce time in reception</li> <li>• Follow up appointments to be made with the practitioner in the treatment room to avoid time in reception</li> <li>• Patients may use the toilet facilities but will be made aware of these risks prior to their appointment. These will be cleaned initially every 4 hours</li> </ul>	19/05/20
Social/physical distancing measures in place	Risk of transmission of Covid-19 symptoms person to person	<ul style="list-style-type: none"> <li>• Waiting area chairs reduced in number and spaced out</li> </ul>	19/05/20
Face to face consultations (in-clinic room)	Risk of transmission of Covid-19 symptoms person to person	<ul style="list-style-type: none"> <li>• increased spacing between practitioners and the patient to encourage social distancing when taking a case history</li> <li>• adaptation in treatment techniques may be needed eg. no supine HVT thorax or any other aerosol generating procedures. Osteopaths to avoid unnecessary close proximity</li> <li>• One parent/guardian only with visits for children</li> <li>• No additional family members except if requested as a chaperone</li> <li>• Chaperones to be screened with same triage document and with temp screening on arrival.</li> </ul>	01/06/20

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	<b>Description of risk</b>	<b>Mitigating action</b>	<b>When introduced</b>
Increased sanitisation and cleaning	Risk of transmission of Covid-19 symptoms From inanimate surfaces	<ul style="list-style-type: none"> <li>• Clinic rooms - plinths, desk, door handles, equipment chairs to be cleaned between each patient</li> <li>• Reception surfaces, door handles, chairs, entrance hand rail and card machine</li> <li>• Use of at least 60% alcohol sanitisers/wipes</li> <li>• Removal of linen and unnecessary furniture and now using plastic pillows and pillowcases that can be cleaned between patients.</li> <li>• Decluttered the clinic rooms and waiting area of unnecessary items</li> <li>• Main doors will be left open when possible to minimise contact with hard surfaces</li> </ul>	01/06/20
Aeration of rooms	Risk of aerosol transmission of Covid-19 symptoms	<ul style="list-style-type: none"> <li>• Leaving the window and/or door open for as long as possible after each patient</li> <li>• Fans and heaters have been removed</li> <li>• Main entrance door will remain open when possible</li> </ul>	01/06/20
Staff hand hygiene measures	Risk of transmission of Covid-19 symptoms Person to person	<ul style="list-style-type: none"> <li>• Practitioners are to be bare below the elbow</li> <li>• Hand washing before and after patients with soap and water for at least 20 seconds, including forearms/use of hand sanitiser gel</li> <li>• Use of single use aprons</li> <li>• Use of single use gloves</li> </ul>	01/06/20
Respiratory and cough hygiene	Risk of aerosol and droplet transmission of Covid-19 symptoms	<ul style="list-style-type: none"> <li>• 'Catch it, bin it, kill it' posters placed in practice</li> <li>• Provision of single use tissues</li> <li>• Hand hygiene facilities available for patients, visitors, and staff in the form of hand sanitiser and washing facilities</li> <li>• FRSM IIR supplied for practitioners, single or session use If comfortable</li> <li>• Patients also to be given masks for their time in the building</li> </ul>	01/06/20

**Table 3. Personal Protective Equipment: Detail here your policy for use and disposal of PPE**

Clinicians will wear the following PPE	<ul style="list-style-type: none"> <li>• Single-use nitrile gloves with each patient after pre assessment has been carried out</li> <li>• Disposable plastic aprons with each patient</li> <li>• Fluid-resistant surgical masks (IIR grade)</li> <li>• Eye protection only if there is a risk of droplet transmission or fluids entering eyes <i>eg if performing aerosol generating procedures</i></li> </ul>
When will PPE be replaced	<ul style="list-style-type: none"> <li>• When potentially contaminated, damaged, damp, or difficult to breathe through</li> <li>• Gloves and aprons will be disposed of after each patient</li> </ul>
Reception staff will wear the following PPE	<ul style="list-style-type: none"> <li>• Fluid resistant surgical masks for those in direct contact with patients eg. if helping a patient down the stairs or into their car, where possible reception to remain in indirect contact.</li> </ul>
Patients will be asked to wear the following PPE	<ul style="list-style-type: none"> <li>• All patients are asked to wear our mask or if more comfortable for them their own face-covering in the clinic</li> </ul>
PPE disposal	<ul style="list-style-type: none"> <li>• Double-plastic bagged and dated, left for 72 hours before removal, and then placed in normal waste for collection.</li> <li>• Cloths and cleaning wipes also bagged and disposed of with PPE</li> </ul>



**Table 4. Communicating with patients: Detail here how you will advise patients of measures that we have taken to ensure their safety and the policies that have been put in place in our clinic**

Publishing your updated clinic policy	<ul style="list-style-type: none"> <li>• Patients will be informed via Facebook and email with a link to the updated policy</li> <li>• Policy will be available on our website</li> <li>• Patients will receive an email on booking with details on what new measure and procedures are now in place</li> </ul>
Information on how you have adapted practice to mitigate risk	<ul style="list-style-type: none"> <li>• Updating of website and via Facebook</li> <li>• Email to patients</li> <li>• This will be updated in line with any government changes</li> </ul>
Pre-appointment screening calls	<ul style="list-style-type: none"> <li>• A pre-assessment will have already taken place by the practitioner</li> <li>• Covid-19 symptoms questionnaire within 8 hours of appointment</li> <li>• Possible temperature check on arrival</li> </ul>
Information for patients displayed in the clinic	<ul style="list-style-type: none"> <li>• Door notices advising anyone with symptoms not to enter the building.</li> <li>• Notices on hand washing/sanitising/Catch-it, bin it kill</li> <li>• Patient assurance poster</li> <li>• QR code and self check-in activated for patients</li> </ul>
Other patient communications	<ul style="list-style-type: none"> <li>• Patients will receive subsequent emails if policies and guidance information changes over time</li> <li>• Patients requested to contact us if they develop symptoms of Covid-19 within 3 days of being in direct contact in the clinic</li> </ul>