

# Stuart Bentley Osteopath

## 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.

Risk Assessment	
<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>Reviewed and updated</b>	19/05/20 03/06/20 29/06/20 07/08/20 13/01/21

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

<p><b>Heightened cleaning regimes</b></p>	<ul style="list-style-type: none"> <li>• When possible practitioners to work from treatment room in car park as it has greater air flow and less need to enter other sections of the building</li> <li>• Appointment times will have an extra 10 minutes 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 doors and windows</li> <li>• Air purifiers to be used in both treatment rooms</li> <li>• Common areas/washrooms will be cleaned/sanitised frequently</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>
<p><b>Increased protection measures</b></p>	<ul style="list-style-type: none"> <li>• All linen has been removed, waterproof pillow slips and plinth covers provided</li> <li>• Removal of all unnecessary furniture</li> <li>• Patients to be triaged prior to appointment to assess risks with a view to encouraging any extremely clinically vulnerable patients to where possible have a remote appointment, and to triage others for vulnerability level, covid signs and symptoms and family / household details.</li> <li>• Practitioner to check patient's temperature and if any concerns also their O2 stats/heart rate before they enter the building.</li> <li>• A cough screen has been installed for the reception desk area and the reception area rearranged to ensure patient and staff safety</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>

<p><b>Put in place distancing measures</b></p>	<ul style="list-style-type: none"> <li>• Reception staff to continue to work remotely as much as possible but to maintain social distancing measures when in clinic.</li> <li>• Using separate entrances as much as possible for the treatment rooms .</li> <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 encouraged where possible for patients</li> <li>• Online self check in activated and encouraged</li> <li>• Tape on floor to maintain social distancing in common areas</li> <li>• Rearrangement of reception desk and provision of a sneeze screen</li> </ul>
<p><b>Staff training</b></p>	<ul style="list-style-type: none"> <li>• Correct handwashing/handrubbing 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>
<p><b>Providing remote/ Telehealth consultations</b></p>	<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 to sent to every patient 12 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 as well as face to face</li> </ul>

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

	<b>Description of risk</b>	<b>Mitigating action</b>	<b>When introduced</b>
<p><b>Pre-screening for risk before public/patients visit the clinic</b></p>	<p>Patient vulnerability and risk of transmission of Covid 19 symptoms person to person</p>	<p>In the first instance patients are to be telephoned after 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>A member of staff 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>• Checking if the patient has yet been vaccinated</li> <li>• Screening for extremely clinically vulnerable patients</li> <li>• Screening for additional respiratory symptoms or conditions</li> <li>• Screen to see if a member of their household are in a high-risk category i.e. shielded as considered extremely clinically vulnerable?</li> <li>• Discuss the practices new protocols</li> <li>• If the appointment is within 24 hours, the member of staff will also complete the Covid symptoms questionnaire.</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 12 hours of their appointment to assess 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>• Link to be sent to all patients after booking to explain what to expect and all health and</li> </ul>	<p>01/06/20</p>

		<p>safety protocols.</p> <p><b>Triage pre-screening information will be documented in the patient notes.</b></p>	
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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>• Staff have been asked if they or a member of their household are considered to be vulnerable. The associates or renters who are affected by this are not coming into work until the situation changes.</li> <li>• With employees we have allowed working from home where possible</li> <li>• PPE will be provided to staff, (practitioners to supply their own personal preference of gloves). 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 1 metre) but were wearing appropriate PPE they should be made aware of the contact and monitor for symptoms</li> <li>• Anyone with indirect contact (2 metre) 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 a staff members immediate household has symptoms or tests positive they should isolate as per 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 10 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 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
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>• Where possible patients will use the door accessed by the car park directly into the treatment room, or, if arriving on foot through the main entrance. Main doors will be left open where possible to minimise contact with hard surfaces</li> <li>• Patients will be asked to sanitise their hands upon arrival</li> </ul>	01/06/20
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>• Patients will be encouraged to pay by contactless or online.</li> <li>• Follow up appointments to be made with the practitioner in the treatment room to avoid time in reception</li> <li>• Reception staff to continue to work remotely as much as possible but to maintain social distancing measures when in clinic.</li> <li>• A sneeze screen has been put in place at the reception desk</li> <li>• Floor spacing markers will be used to indicate distancing from 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 per	<ul style="list-style-type: none"> <li>• Staff to ensure that patients do not overlap in reception</li> <li>• Floor spacing markers will be used to indicate distancing from reception</li> <li>• Waiting area chairs reduced in number and spaced out into waiting area and entrance corridor.</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 advisable to limit hvt thorax as very close contact or to add in a visor. 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

**Table 2b. Hygiene measures**

We have assessed the following areas of risk in our practice and put in place the following heightened hygiene measures

	<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>• Carpet to be sprayed with anti bac/viral spray</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 blow 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
Cleaning rota/regimes	Risk of transmission of Covid 19 symptoms Via inanimate surfaces	<ul style="list-style-type: none"> <li>• Cleaning rota frequency increased</li> <li>• A written record of cleaning and by whom kept by e.g. reception</li> <li>• Cleaning and frequent inspection of washrooms</li> </ul>	01/06/20

**Table 3. Personal Protective Equipment:**

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 close face work</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 staff in reception areas.</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: Measures that we have taken to ensure patient 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>• Hard copies available on request</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 practice</li> <li>• Covid symptoms questionnaire within 12 hours of appointment</li> <li>• 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 within 3 days of being in direct contact in the clinic</li> </ul>