



Clinic Guidelines March 2022

We are committed to providing a safe environment that complies with all advice and guidance as advised by the Government and our Governing Body amid the Coronavirus pandemic.

<https://www.youtube.com/watch?v=BtN-goy9VOY>

The above link is a short video about COVID-19. The video was made in March 2020 and new information may subsequently become available.

People who are Over 70, have an increased BMI, who are immuno-suppressed, diabetic, have heart complaints, chest issues, e.g. COPD, are undergoing cancer treatment, rheumatoid arthritis, steroid use, increased alcohol consumption and heavy smokers are all thought to have an increased risk of suffering the more severe side effects from the virus, and are advised to discuss their ongoing treatment needs with the Physiotherapist before attending for a face 2 face appointment.

What can you expect from us?

1. The Clinic

- ❖ We have undertaken a thorough review of our current Clinic Policies and Procedures
- ❖ You may notice furniture re arrangement throughout the Clinic to help enable the advised social distancing and cleaning guidelines.
- ❖ The reception area will no longer have a waiting room facility, and there will be a desk shield in place to help limit direct face to face contact with the Admin team
- ❖ Our Cleaning and Infection Control policies have been updated to meet the necessary precautions to help minimise and slow any further spread of the Virus.
- ❖ We will be operating a reduced number of daily appointments with staggered appointment times to maintain social distancing advice. This will also allow time for adequate cleaning of the treatment area prior to each new patient.
- ❖ We will ensure adequate ventilation throughout the Clinic, keeping doors and windows open where possible
- ❖ We currently DO NOT have a card payment option in Clinic but will continue to accept Cash or payments via Online banking / BACS

2. Our Team

- ❖ We have conducted in-house training to ensure all our Team members (Physio and Admin) can continue to adhere to our excellent patient care standards in a safe, hygienic and professional manner
- ❖ The Admin team understand the need to uphold safe standards of hygiene before, during and after their arrival in Clinic
- ❖ The Team will be wearing appropriate PPE as deemed necessary via their job roles.

3. Our Assessments and Treatments

- ❖ All assessments and treatments will only be carried out by a Chartered Physiotherapist, who is registered with the Health Professions Council.
- ❖ Your Physiotherapist may be wearing disposable PPE during your session, but this will be risk assessed on an individual patient basis. This will be changed in between each patient. They will continue to maintain hand hygiene as usual.
- ❖ The nature of some of our treatments, mean that on occasion it is not possible to maintain the advised 2m distancing.
- ❖ We kindly request that all patients and visitors to the Clinic continue to wear a face covering during their time here
- ❖ If you are an existing patient, your treatment techniques may be subject to change, depending on best practice advice.

What would we like to see from you, our patients?

- ❖ ***You are not legally required to self-isolate if you test positive for COVID-19. Stay at home if you can and avoid contact with other people.***
- ❖ ***You do not have to take daily tests or be legally required to self-isolate following contact with someone who has tested positive for COVID-19.***
- ❖ However, due to the vulnerable conditions and age of some of the patients we treat here, **we kindly request that if you have recently tested positive for Covid, or are showing any symptoms, we would prefer that you have had 2 consecutive days negative LFT's before attending your appointment.**
- ❖ Please arrive at the allocated time for your appointment. We are unable to provide a waiting room and drinks service at this time, in an attempt to limit possible infection and adhere to social distancing guidelines. We will also need to clean the treatment room prior to every patient's attendance.
- ❖ We recommend that if you arrive early, to please wait in your car. At the time of your scheduled appointment please ring the door bell and you will be admitted to the Clinic by a member of staff.

- ❖ We request, at this time, that all staff, patients and visitors continue to wear a face covering when attending for treatment or entering the Clinic. These do not have to be surgical masks.
- ❖ If you wish to purchase a face mask, this can be done in Clinic for a small charge.
- ❖ We request that you wash your hands and / or use the hand sanitiser, as directed by our Team, before and after you enter the treatment area.
- ❖ We would like to request, at this time, that all patients bring their own individual items for their personal use during treatment.

- ❖ These are, but not limited to :
 - Large pillow**
 - Towel**
 - Shorts (if required)**
 - Black pen**
 - Reading glasses (if required)**
- ❖ All items will be covered with couch roll during the treatment session as appropriate.
- ❖ We are aware that not all of our patients have access to online banking and so we will continue to accept cash payments. It would be helpful, but not necessary, if the correct amount can be provided. Please contact the Clinic prior to arriving to enquire about your specific costs.
- ❖ We also take payment via online banking / BACS. Please speak to us about the details if you would like to take up this option.
- ❖ Cash payments may be taken directly from the treating physiotherapist so as to limit contact time with the Admin team.

The above guidelines are in line with best practice at this present time.

We must stress the importance of staying vigilant about coronavirus and advise that if you have ANY OF THE SIGNS / SYMPTOMS that you do not attend for your appointment.

Sarah Scott MCSP HCPC
Clinic Director