



## **Clinic Guidelines November 2023**

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

### **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 social distancing and cleaning guidelines.
- ❖ Our Cleaning and Infection Control policies have been updated to meet the necessary precautions to help minimise and slow any further spread of virus's.
- ❖ We will ensure adequate ventilation throughout the Clinic, keeping doors and windows open where possible.
- ❖ We accept Cash, Card, 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.

#### 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.
- ❖ The nature of some of our treatments, mean that on occasion it is not possible to maintain the advised 2m distancing.
- ❖ If you are an existing patient, your treatment techniques may be subject to change, depending on best practice advice.



## What we would 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 recommend that if you arrive early, to please wait in your car. At the time of your scheduled appointment, please ring the doorbell and you will be admitted to the Clinic by a member of staff.
- ❖ As of June 1<sup>st</sup>, Healthcare settings are no longer legally required to wear face coverings in instances where blood or bodily fluids pose a low risk, however, should you wish to continue with face a covering, please let the therapist know your preference.
- ❖ We request that you 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.

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

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

Sarah Scott MCSP HCPC  
Clinic Director