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| RIVER CLINIC COVID 19 - RISK MANAGEMENT POLICYWe have assessed our practice for risks outlined and put in additional processes as detailed below |
|  **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.** |
| **Undertaken a risk assessment** | * *1/06/20*
* *We will review the policy day to day as Govt and Prof body/Governing body guidance changes.*
 |
| **Heightened cleaning regimes** |  *Clinic rooms, common areas and washrooms will be cleaned with appropriate materials before, after and between each patient incl vinyl couch surface, plastic coated pillows and all hard surfaces touched by practitioner and patient.*  |
| **Increased protection measures**  | * *We have removed all linens from the clinic rooms*
* *We now operate online payments only*
* *We now operate without reception staff*
 |
| **Put in place distancing measures** | * *We are staggering appointments in order to limit people having close proximity in common areas.*
* *We have closed reception to patients. They wait outside and are shown in by practitioner*
* *There are 20 minute gaps timetabled between appointments to clean and ensure patients do not crossover. Patients are instructed to arrive at the appointment time to minimize congregation outside.*
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| **Staff training** | * *All co practitioners have been advised of the level and method of hygiene and the clinic protocols that apply to all.*
* *The reception staff are currently not employed.*
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| **Providing remote/ telehealth consultations** | * *All patients will have email detailing the Covid precautions at the clinic and our expectations of how they are to behave in relation to their appointment.*
* *Patients are texted or contacted within 24 hours of their appointment to ensure they are well enough to visit.*
* *Support/Advice/Follow-up/maintenance appointments available via telephone/video call*
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| 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 to  |  |
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|  | **Description of risk** | **Mitigating action** | **When introduced** |
| **Pre-screening for risk before public/patients visit the clinic** | *Covid Infection risk* | *All patients are screened by phone or email to determine their suitability for treatment and to provide virtual treatment/advice where possible or necessary. If a virtual consultation does not meet the needs of the patient****,*** *detail here how you will pre-screen a patient (and chaperone if relevant) before they arrive in the clinic for example but not limited to:** *Before appointments are made patients have the following screening by email and/or phone:*
* *Current symptoms of COVID 19 (e.g. high temperature or a new, persistent cough) in the last 7 days?*
* *Screening and notification for ‘vulnerable’ or ‘extremely vulnerable’ patients*
* *Screening for additional respiratory symptoms or conditions e.g. hay fever, asthmas etc*
* *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?*
* *Have they been in contact with someone with suspected/confirmed COVID-19 in last 14 days?*
* *Patients are sent an email detailing the steps they need to take when they attend the appointment and why they need to cancel if there is any new risk of infection. The receipt of this email is checked and a message sent needing acknowledgement within 24 hours of appointment to make sure the patient is well enough to attend.*
 | *01/06/20* |
| Protecting members of staff | ***N/A*** | N/A |  |
| Confirmed cases of COVID 19 amongst staff or patients? | *Covid Infection risk* | *Should a patient advise you that they have symptoms of COVID-19 after visiting the clinic:* * *If the patient experiences symptoms within 2/3 days (48 hrs) of visiting the clinic, any Practitioner that has had ‘close contact’ (less than 2 metres) to that individual should self-isolate and follow the correct ‘test and trace’ procedures*
* *Anyone with indirect contact with the patient, should be advised of the situation and suggest they monitor for symptoms (those with indirect contact with suspected cases COVID 19 do not need to self-isolate)*
 | *01/06/20* |
| Travel to and from the clinic | *Covid Infection risk* | *Patients/chaperones to wait in the car park until they are called* | *01/06/20* |
| Entering and exiting the building | *Covid Infection risk* | * *Practitioners to take used work clothing home and not store in clinic.*
* *Patients to arrive at their appointment time to avoid overcrowding therefore complying with social distancing if other patients are in the clinic.*
* *Patients arriving early be asked to wait in their car or outside the building (observing social distancing).*
* *All patients to wash their hands (with either soap and water or a form of hand sanitiser) upon entering and exiting the building*
 | *01/06/20* |
| Reception and common areas | *Covid Infection risk* | * *Patients to be clearly requested to turn up promptly at their appointment time to reduce time in the waiting area*
* *Patients to be told in advance that they will be paying remotely by BACS instead of cash/card*
* *Reception to be unmanned and appointments/bookings to be managed by individual practitioners*
 | *01/06/20* |
| Social/physical distancing measures in place | *Covid Infection risk* | * There is a system of staggered appointment times so that patients do not overlap in reception
* The clinic currently has a maximum number of 2 practitioners and related patients on the premises at any one time
 | *01/06/20* |
| Face to face consultations (in-clinic room)  | *Covid infection risk* | * *The patient’s seat is placed at a greater than 2m distance from the practitioner’s and away from the desk.*
* *Treatment techniques that offer the least unnecessary close proximity to be used*
* *One parent/guardian/chaperone only with visits for children or those who have a necessity for a chaperone*
* *No additional family members except if requested as a chaperone*
* *Chaperones to be communicated with as to the clinic policies on attendance prior to the appointment. (Introduced 01/06/20)*
 | *01/06/20* |

| Table 2b Hygiene measuresWe have assessed the following areas of risk in our practice and put in place the following heightened hygiene measures  |
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|  | **Description of risk** | **Mitigating action** | **When introduced** |
| Increased sanitisation and cleaning  | *Covid Infection risk* | * *Clinic rooms - plinths, desk, door handles, equipment, chairs, plastic pillows to be cleaned with 60% min alcohol or bleach based fluid cleaning agent and dried with disposable paper cloth between and before each patient.*
* *Reception surfaces, doors and door handles, chairs, taps, (toilet if used) to be cleaned as above*
* *No linen in use and plastic pillowcases that are cleaned between patients .*
* *Clinic rooms and waiting area de-cluttered of unnecessary items*

*Doors between common areas to be left open if safe and appropriate to do so, to reduce touch points** *If any practitioner or patient reports symptoms of Covid within 48 hrs of having attended the clinic, it will be closed until a deep clean has been performed.*
 | *01/06/20* |
| Aeration of rooms  | *Covid Infection risk* | * *Leaving the windows open and the door closed for 20 minutes after each patient*
* *Where no windows, to leave clinic room doors open for at least 20 minutes and extraction fans on.*
* *Removal of fans and air circulating devices*

*,* | *01/06/20* |
| Staff hand hygiene measures | *Covid Infection risk* | * *Bare below the elbow/hand washing before and after patients with soap and water for at least 20 seconds, including forearms/use of hand sanitiser gel/ use of gloves*
 | *01/06/20* |
| Respiratory and cough hygiene | *Covid Infection risk* | * *‘Catch it, bin it, kill it’ posters in place*
* *Provision of disposable, single-use tissues waste bins (lined and foot-operated)*
* *Hand hygiene facilities are available for patients, visitors, and practitioners (introduced 01/06/20)*
 | *01/06/20* |
| Cleaning rota/regimes | *Covid Infection risk* | * *Cleaning protocols described in Table 2b to be applied before and after every shift and between patients.*
* *Full clean by professional cleaners weekly (weekend)*
 | *01/06/20* |

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| Table 3. Personal Protective Equipment: Detail here your policy for use and disposal of PPE |
| Clinicians will wear the following PPE if ‘close contact’ is required | * *Single-use nitrile gloves and plastic aprons with each patient*
* *Fluid-resistant surgical masks (or higher grade)*
* *Eye protection, e.g. if there is a risk of droplet transmission or fluids entering eyes*
 |
| When will PPE be replaced | * *When potentially contaminated, damaged, damp, or difficult to breathe through*
* *Masks to be replaced at the end of a session (half day)*
* Gloves to be changed for each patient
* Aprons to be replace for each patient
* Clean tunic to be worn for each day and washed at 60 degrees
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| Reception staff will wear the following PPE | * NA
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| Patients will be asked to wear the following PPE | Patients will be required to wear face masks |
| PPE disposal | * *All PPE incl cleaning wipes/tissues, aprons, gloves, face masks to be double-plastic bagged and left for 72 hours before adding to local authority waste bins.*
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| 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 | * *The policy as poster is in reception and available on request*
* *Provided as part of appointment confirmation emails*
* *Available on our website*
 |
| Information on how you have adapted practice to mitigate risk | * *Updating notice on website*
* *Email patient base*

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| Pre-appointment screening calls  | * *24 hours/morning before a scheduled appointment*
* *A clinician will communicate by message or call.*
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| Information for patients displayed in the clinic | *.* * *Door notices advising anyone with symptoms not to enter the building.*
* *Notices on public health measures e.g. hand washing/sanitising/Catch-it, bin it kill it.*
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| Other patient communications | *Patients requested to contact practitioner/clinic if following or between appointments they develop symptoms within 48 hrs of attending the clinic.**Practitioners required to contact clinic and all patients seen in previous 48 hrs, if they develop any Covid symptoms.* |