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Adapting practice: Infection risk assessment and mitigation guide

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 risk assessment and mitigation record has been undertaken in conjunction with a review of the iO's guidance 'Infection control and PPE' and 'Adapting practice guide' available from [here](#) and the [General Osteopathic Council Interim Infection Control guidance for COVID 19](#)

In this document you will find the following:

- **Table 1:** This is an overview of the measures we have taken that will form your clinic policy for operating during COVID-19 and available to all staff and patients.
- **Table 2:** Areas assessed for risk and mitigating action taken. This records in detail the areas of potential risk we have identified and record of the mitigating actions we have taken and when.
 - **Table 2a - Protection for staff and patient before and when in clinic**
 - **Table 2b – Heightened hygiene measures**
- **Table 3:** Outline of our PPE policy for staff in your practice
- **Table 4:** Detail of how we will communicate to staff and patients our policies

Completion of this document demonstrates compliance with the following Osteopathic Practice Standards including but not limited to:

- **A2: “... adapting your communication to take account of [your patient’s] particular needs”**
- **C5: “You must ensure your practice is safe, clean and hygienic”**
- **D11: “You must ensure that any problems with your own health do not affect your patients”**

We have assessed our practice for risks outlined and put in additional processes as detailed below		
Undertaken a risk assessment	<p>22nd May 2020.</p> <ul style="list-style-type: none"> To be reviewed after each government review or change of guidelines. 	
Most recent update	<ul style="list-style-type: none"> Document last updated 22nd May 2020 	
Heightened cleaning regimes	<ul style="list-style-type: none"> Clinic rooms will be cleaned between in each patient, specifically surfaces, plinth, chairs, computer equipment, door handles. Washrooms will be cleaned every 4 hrs unless used by a patient and then cleaned after individual use. Alternative washrooms which are completely separate from the Flow premises will be used by the practitioner. Communal areas will not be in use other than to walk through on the way to and from the treatment room. There will be no cross-over of patients as 15 minutes is allocated between appointments to prevent this with patients led to and from the premises by the practitioner. Hard surface in communal areas will be cleaned every 4 hours. All doors to be handled only by the practitioner. They will be cleaned after each appointment. 	✓ Introduced 22 nd May 2020
Increased protection measures	<ul style="list-style-type: none"> We have removed all linens, fabric hand towels and seat coverings from the clinic. Pillow covers are the hospital style, wipe down variety. All treatments to be paid for in advance via our online booking and payment system to mitigate any need for contact. The practitioner will use fresh PPE for each appointment, namely a fluid resistant surgical mask (type IIR), nitrile gloves and a plastic apron. Patients will be required to wear a fluid resistant surgical mask (type IIR) All PPE will be double bagged at the end of each day and stored safely for 72 hours before disposal. Clothes worn by the practitioner will be laundered daily. No staff other than the practitioner will be on site other than Lucy Parker who may be running online yoga and meditation classes in the yoga studio of the Flow premises. Appointment and class times will be staggered to ensure that patients enter and leave the Flow premises without contact with Lucy Parker. Additional enhanced cleaning regimes are in place for yoga studio usage, specifically cleaning of the studio after each class. 	✓ Introduced 22 nd May 2020
Put in place distancing measures	<ul style="list-style-type: none"> Staggered appointments with 15 minutes in between each. Communal areas will not be in use other than to walk through on the way to and from the treatment room with patients led to and from the premises by the practitioner. Single treatment room in operation. 	✓ Introduced 22 nd May 2020
Staff training	<ul style="list-style-type: none"> We have no staff other than the owners, Ben and Lucy Parker both of whom are fully aware of the following: <ul style="list-style-type: none"> Correct handwashing technique 	✓ Introduced 22 nd May 2020

	<ul style="list-style-type: none"> • Correct technique to put on/remove PPE safely • Updated clinic policies and infection measures 	
Providing remote/telehealth consultations	<ul style="list-style-type: none"> • Prior to appointments for new clients to Flow or if it is not clear that the appointment is a follow up to a previous appointment, patients will be telephoned to pre-screen their suitability for a face to face appointment and to ensure that they are fully aware of our new procedures and protocols. • During this call all patients will be given the alternative options to a face to face appointment (advice via telephone or email, video consultations). It will also be ensured that they are aware of the risks associated with a face to face appointment. 	✓ Introduced 22 nd May 2020

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			
	Description of risk	Mitigating action	When introduced
Pre-screening for risk before public/patients visit the clinic	COVID-19 contamination and spread between patients and staff	<ul style="list-style-type: none"> • Patient will be required to undertake procedures on arrival and whilst at the clinic as detailed in this section. Patients will be made aware of these requirements via email, video and/or telephone prior to their appointment • All patients will be phoned prior to their appointment to be triaged and made aware of the alternative options to a face to face appointment (advice via telephone or email, video consultations). It will also be ensured that they are aware of the risks associated with a face to face appointment. It will be documented in the patient's notes that the patient has been informed of the risks associated with attending the clinic, and that they are not experiencing symptoms of COVID-19. • If a virtual consultation does not meet the needs of the patient, they will be pre-screen (and chaperone if relevant) before they arrive in the clinic which will include: <ul style="list-style-type: none"> • Screening for any symptoms of COVID 19 (e.g. high temperature or a new, persistent cough) in the last 7 days • Screening for extremely clinically vulnerable patients • Screening for additional respiratory symptoms or conditions e.g. hay fever, asthmas etc • Screening to see if a member of the patients 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 	✓ Introduced 22 nd May 2020
Protecting members of staff	COVID-19 contamination and spread between patients and staff	<ul style="list-style-type: none"> • We have no staff other than owners Ben and Lucy Parker. Their protection is covered in the above sections 	✓ Introduced 22 nd May 2020
Confirmed cases of COVID 19 amongst staff or patients?	COVID-19 contamination and spread between patients and staff	<ul style="list-style-type: none"> • Should a member of staff test positive for COVID-19, the attached flowchart will be followed: <u>return to work following a SARS-CoV-2 test.</u> • Should a patient advise us that they have symptoms of COVID-19 after visiting the clinic, the following procedure will be followed in line with government guidance: 	✓ Introduced 22 nd May 2020

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			
	Description of risk	Mitigating action	When introduced
		<ul style="list-style-type: none"> If the patient experiences symptoms within 2/3 days of visiting the clinic, any staff with direct contact to that individual will be required to self-isolate for 14 days. 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). 	
Travel to and from the clinic	COVID-19 contamination and spread between patients and staff	<ul style="list-style-type: none"> Ben and Lucy live in the house adjacent but detached from the Flow Tunbridge Wells premises. Flow also operates from a satellite premises in Groombridge. For the foreseeable future all appointments will take place in Tunbridge Wells. On street parking is available for patients at the Tunbridge Wells premises. Cycle racks are also available. Clients will be greeted outside the Tunbridge Wells premises and led to and from the treatment room. 	✓ Introduced 22 nd May 2020
Entering and exiting the building	COVID-19 contamination and spread between patients and staff	<ul style="list-style-type: none"> Clients will be greeted outside the Tunbridge Wells premises on the driveway and led to and from the treatment room. On greeting the patient, they will be asked to put on a moisture resistant surgical mask (type IIR) provided to them. This will remain worn throughout their visit at the end of which they will be asked to dispose of it in the pedal bin provided as they exit. Only one patient will be allowed in the premises at a time. Patients will use a 70% alcohol hand sanitiser upon entering and also exiting the building. They will not wash their hands to avoid contamination of the washroom facilities. 	✓ Introduced 22 nd May 2020
Reception and communal areas	COVID-19 contamination and spread between patients and staff	<ul style="list-style-type: none"> Communal areas will not be in use other than to walk through on the way to and from the treatment room. There will be no cross-over of patients as 15 minutes is allocated between appointments to prevent this with patients led to and from the premises by the practitioner. All appointments to be paid for in advance via our online booking and payment system. We have remote receptionists who to take bookings only. 	✓ Introduced 22 nd May 2020
Social/physical distancing measures in place	COVID-19 contamination and	<ul style="list-style-type: none"> There will be no cross-over of patients as 15 minutes is allocated between appointments to prevent this with patients led to and from the premises by the practitioner. 	✓ Introduced 22 nd May 2020

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			
	Description of risk	Mitigating action	When introduced
	spread between patients and staff	<ul style="list-style-type: none"> No staff other than the practitioner will be on site other than Lucy Parker who may be running online yoga and meditation classes in the yoga studio of the Flow premises. Appointment and class times will be staggered to ensure that patients enter and leave the Flow premises without contact with Lucy Parker. 	
Face to face consultations (in-clinic room)	COVID-19 contamination and spread between patients and staff	<ul style="list-style-type: none"> For new patient consultations and for existing patients returning with new conditions, a pre-appointment telephone call will be used to discuss initial details about their presenting issue to minimise unnecessary close proximity when discussing the case face to face. During the case discussion part or the face to face consultation, a distance of 2 metres will be maintained. On booking an appointment, patients will be emailed our new procedures and protocols which will include the stipulations that: No additional family members except if requested as a chaperone. Chaperones will also be required to be available to have a telephone conversation to ensure that they are aware of our new procedures and protocols and be screened as per the patient. This will require 48 hours notice before the appointment to allow for this additional phone call to be scheduled. One parent/guardian only with visits for children Where possible, treatment techniques will be adapted or alternatives used to avoid unnecessary close proximity. 	✓ Introduced 22 nd May 2020

Table 2b Hygiene measures We have assessed the following areas of risk in our practice and put in place the following heightened hygiene measures			
	Description of risk	Mitigating action	When introduced
Increased sanitisation and cleaning	COVID-19 contamination and	<ul style="list-style-type: none"> Clinic rooms will be cleaned between each patient, specifically surfaces, plinth, plastic pillow covers, chairs, computer equipment, door handles. 	✓ Introduced 22 nd May 2020

Table 2b Hygiene measures

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

	Description of risk	Mitigating action	When introduced
	spread between patients and staff	<ul style="list-style-type: none"> • Washrooms will be cleaned every 4 hrs unless used by a patient and then cleaned after individual use. Alternative washrooms which are completely separate from the Flow premises will be used by the practitioner. • Communal areas will not be in use other than to walk through on the way to and from the treatment room. There will be no cross-over of patients as 15 minutes is allocated between appointments to prevent this with patients led to and from the premises by the practitioner. Hard surface in communal areas will be cleaned every 4 hours. • All doors to be handled only by the practitioner. They will be cleaned after each appointmentActions to minimise the number of surfaces requiring cleaning • Clinic rooms and waiting areas will have unnecessary items removed. 	
Aeration of rooms	COVID-19 contamination and spread between patients and staff	<ul style="list-style-type: none"> • Clinic rooms will be aerated between in the 15 minute interval timetabled between appointments. 	✓ Introduced 22 nd May 2020
Staff hand hygiene measures	COVID-19 contamination and spread between patients and staff	<ul style="list-style-type: none"> • Practitioner clothing will be bare below the elbow. • Hands and forearms will be washed before and after appointments with soap and water for at least 20 seconds. • Nitrile gloves will be worn by the practitioner during the treatment. • Patients will be required to use 70% hand sanitiser on arrival and departure from the premises. 	
Respiratory and cough hygiene	COVID-19 contamination and spread between patients and staff	<ul style="list-style-type: none"> • Cough hygiene measures will be communicated via email to patients in our new procedures and protocols document prior to their appointment • Our only staff members are Ben and Lucy Parker who are both fully aware of these measures. • Disposable, tissue single-use tissues are available which patients and staff will be required to dispose of in the lined, foot-operated bin provided. • 70% alcohol sanitising gel is available for practitioners and patients to use. Patients will be required to apply this on entering and leaving the Flow premises. 	✓ Introduced 22 nd May 2020
Cleaning rota/regimes	COVID-19 contamination and	<ul style="list-style-type: none"> • Cleaning will be undertaken by the practitioner (Ben Parker) or yoga teacher (Lucy Parker) immediately following their appointment or class. 	✓ Introduced 22 nd May 2020

Table 2b Hygiene measures

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

	Description of risk	Mitigating action	When introduced
	spread between patients and staff		

Table 3. Personal Protective Equipment: Detail of our policy for use and disposal of PPE

When will PPE be replaced	<ul style="list-style-type: none"> • When potentially contaminated, damaged, damp, or difficult to breathe through • At the end of an appointment • All PPE which has been disposed of will be double bagged and stored for 72 hours before being added to other general waste for collection
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Table 4. Communicating with patients: Detail of how we 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"> • Provide as part of appointment confirmation emails including a link to a video outlining what is expected of them • Available on your website • Available on request
Information on how you have adapted practice to mitigate risk	<ul style="list-style-type: none"> • Updating of website and via your social media accounts • Email to your patient base • These channels will be used to communicate updates to our procedures and protocols in line with changes to the government's guidelines and the advice of the osteopathic professional bodies.
Pre-appointment screening calls	<ul style="list-style-type: none"> • Patients will be contacted by their practitioner telephone for a pre-screening call either on the day of the appointment or the day before.
Information for patients displayed in the clinic	<ul style="list-style-type: none"> • Clear notices will be on view in the practice to direct them to the 70% alcohol hand sanitiser for use on arrival and departure.