

**Exmoor Osteopathy Ltd Risk Assessment for re-opening during Covid-19**  
**1 Parkhouse Road, Minehead, TA24 8AB**

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

**Document last updated 25/01/21**

<b>Undertaken a risk assessment</b>	<p><i>Risk assessment undertaken on 25/01/21.</i></p> <ul style="list-style-type: none"> <li><i>Processes will be reviewed on change of Government guidance</i></li> <li><i>Practitioners working in The Practice agree to comply with this Risk Assessment and may incorporate their own compliance best practice over and above the measures incorporated within</i></li> </ul>
<b>Heightened cleaning regimes</b>	<ul style="list-style-type: none"> <li><i>The clinic treatment rooms will be cleaned between each patient - they will be left for 10 minutes, with extractor fans on, and for viral particles to drop, and then all surfaces, door handles, taps, sink, treatment couch, desk, chairs and floor will be disinfected</i></li> <li><i>Common areas/washrooms will be cleaned every 4 hrs- patients will be encouraged to use their own toilet before arriving for an appointment</i></li> <li><i>Hard surfaces in common areas will be cleaned every 4 hours</i></li> <li><i>Front door buzzer will be disinfected between every patient</i></li> <li><i>After the end of each day, a full deep clean of the clinic will be undertaken - all of the above</i></li> <li><i>Air-conditioning will be turned off to avoid re-circulation of viral particles</i></li> </ul>
<b>Increased protection measures</b>	<ul style="list-style-type: none"> <li><i>There is no linen in the clinic, and no carpet</i></li> <li><i>We will be asking, where possible, that patients do an online bank transfer before their appointment - where this is not possible, we have a contactless card machine with an increased contactless limit</i></li> <li><i>We will be in full PPE, and will provide IIR2 masks for patients who arrive without one</i></li> </ul>
<b>Put in place distancing measures</b>	<ul style="list-style-type: none"> <li><i>Appointments will be staggered - gaps of 30 minutes between to enable cleaning and changing of PPE - no patients should overlap</i></li> <li><i>The number of patients in common areas will be limited - patients will not be allowed in for their appointments until their allotted time - we will be asking patients not to arrive early and to come alone if possible - where a parent/carer/chaperone is required, we will be asking that they stay 2 meters away, and also wear a mask</i></li> <li><i>Chairs in the treatment room will be 2 meters from the practitioner's desk</i></li> </ul>
<b>Staff training</b>	<ul style="list-style-type: none"> <li><i>Correct hand washing technique best practice</i></li> <li><i>Put on/remove PPE safely - and posters will be in the PPE donning/doffing station</i></li> <li><i>Staff briefed and trained on updated clinic policies and infection measures</i></li> </ul>
<b>Providing remote/ telehealth consultations</b>	<ul style="list-style-type: none"> <li><i>All patients will have telephone pre-screening call 1-2 days before their appointment</i></li> <li><i>Follow-up/maintenance appointments available via telephone if appropriate</i></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 to reduce the risk**

Description of risk	Mitigating action
<p><b>Pre-screening for risk before public/patients visit the clinic</b></p>	<p><i>Offer virtual consultation initially, if this is not appropriate, take case history by telephone to reduce clinic contact time, and to determine if face-to-face is necessary.</i></p> <p><i>If a virtual consultation does not meet the needs of the patient, pre-screen (and chaperone if relevant) before they arrive in the clinic:</i></p> <ul style="list-style-type: none"> <li>• <i>Screening for any symptoms of COVID 19 (high temperature, a new persistent cough, loss of or change in smell, loss of or change in taste, fatigue, nausea, vomiting, diarrhoea, shortness of breath or difficulty breathing) in the last 7 days - this list will be added to if more known symptoms of Covid-19 become evident</i></li> <li>• <i>Screening for extremely clinically vulnerable patients</i></li> <li>• <i>Screening for additional respiratory symptoms or conditions e.g. hay fever, asthmas etc</i></li> <li>• <i>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</i></li> <li>• <i>Have they been in contact with someone with suspected/confirmed COVID-19 in last 14 days?</i></li> </ul> <p><i>Information provided during the pre-screening call</i></p> <ul style="list-style-type: none"> <li>• <i>Inform of the risk of face to face consultation –staff must document that they have informed the patient of risk associated with attending the clinic, and that they are not experiencing symptoms of COVID-19.</i></li> <li>• <i>Options for telehealth to see if this would be beneficial instead of a face-to-face consultation</i></li> </ul> <p><i>Processes expected to be undertaken by the patient upon arrival to the clinic</i></p> <ul style="list-style-type: none"> <li>• <i>A mask to be worn from the moment they enter the clinic</i></li> <li>• <i>Temperature check at the door - if above 37.8, patient asked to return home without treatment and whole clinic aired for 20 minutes, and completely disinfected</i></li> <li>• <i>No personal possessions except payment card if not paid in advance via BACs as suggested</i></li> <li>• <i>Encouraged to use their toilet at home before coming for an appointment, so as to discourage using the clinic toilet</i></li> </ul> <p><b>NB: All triage pre-screening information must be documented in the patient notes.</b></p>
<p><b>Protecting members of staff</b></p>	<p><i>PPE policy has been put in place, and all staff have been briefed on it - see Table 3</i></p>
<p><b>A practitioner tests positive for Covid-19</b></p>	<ul style="list-style-type: none"> <li>• <i>Practitioner must cancel all face-to-face appointments</i></li> <li>• <i>Practitioner must self isolate for 10 days</i></li> <li>• <i>Contact any patients you have seen in the last 7 days</i></li> </ul>
<p><b>A practitioner starts</b></p>	<ul style="list-style-type: none"> <li>• <i>Practitioner must cancel all face-to-face appointments</i></li> </ul>

displaying symptoms of Covid-19	<ul style="list-style-type: none"> <li>• <i>Self isolate immediately for 10 days and get tested ASAP - as a 'key-worker' we are entitled to a test</i></li> <li>• <i>Your family or anyone in your household must self isolate for 14 days</i></li> <li>• <i>Contact any patients you have seen in the last 7 days</i></li> </ul>
A patient you have treated in the last 14 days tests positive for Covid-19	<ul style="list-style-type: none"> <li>• <i>The practitioner who treated the patient does not need to self isolate (in line with current guidance) - as they will have been in full PPE</i></li> <li>• <i>The practitioner does not need to inform any of the other patients they have seen between seeing that patient and the patient testing positive, as they will have been in full PPE, however, if they wish to inform patients, as a courtesy, then they may</i></li> <li>• <i>If the practitioner starts to develop symptoms, the above is required</i></li> </ul>
Entering and exiting the building	<p><i>Arriving at work:</i></p> <ul style="list-style-type: none"> <li>• <i>Undress in kitchen</i></li> <li>• <i>Wash hands</i></li> <li>• <i>Take own temperature</i></li> <li>• <i>Get dressed into work clothes</i></li> </ul> <p><i>On patient's arrival:</i></p> <ul style="list-style-type: none"> <li>• <i>Practitioner dons mask &amp; apron before arrival</i></li> <li>• <i>Patients will be asked to arrive exactly on time, no earlier for appointment</i></li> <li>• <i>Patient asked to sanitise their hands</i></li> <li>• <i>Patient asked to don a mask (provided for £1 if they do not have one)</i></li> <li>• <i>Patient temperature taken</i></li> <li>• <i>Patient asked to read and sign any paperwork (including Covid truth declaration/disclaimer)</i></li> <li>• <i>Patient asked to sanitise their hands again</i></li> <li>• <i>Patient invited through to treatment room</i></li> <li>• <i>Write notes, sanitise hands, and don gloves &amp; visor before touching patient</i></li> </ul> <p><i>On patient's departure:</i></p> <ul style="list-style-type: none"> <li>• <i>Patient pays by contactless</i></li> <li>• <i>Practitioner opens the door and stands back</i></li> <li>• <i>Patient is asked to use hand sanitiser before they leave</i></li> <li>• <i>Patient leaves</i></li> <li>• <i>Practitioner doffs PPE (except mask which is sessional), and bins in treatment room</i></li> <li>• <i>Practitioner remains outside of treatment room for 20 minutes with all doors open</i></li> <li>• <i>Disinfect room - using checklist</i></li> </ul>

	<p><i>Leaving work:</i></p> <ul style="list-style-type: none"> <li>• Turn on extractor fans and leave fresh air - aircon on</li> <li>• Spray and clean card machine, desk, treatment bench, pen,</li> <li>• Undress in kitchen</li> <li>• Clothes and day's cleaning flannels go in pillow case</li> <li>• Pillow case comes home and straight into washing machine without opening - washed on 60 degree wash</li> <li>• All PPE rubbish is double bagged and left for 72 hours before being left for bin men</li> </ul>
Reception and common areas	<ul style="list-style-type: none"> <li>• Patients will be asked to turn up promptly at their appointment time to reduce time in the waiting area</li> <li>• BACs or contactless payment instead of cash will be encouraged, and patients will be asked prior to their appointment</li> </ul>
Social/physical distancing measures in place	<ul style="list-style-type: none"> <li>• There will be 30 minutes between patients to allow for cleaning, and so that patients do not overlap in reception</li> <li>• Maximum number of staff and/or patients on the premises at any one time = 4</li> </ul>
Face to face consultations (in-clinic room)	<ul style="list-style-type: none"> <li>• Increased spacing between practitioner and the patient to encourage social distancing when taking a case - patient seats will be minimum 2 meters from practitioner's desk</li> <li>• Increased mobilisation and soft tissue, before thoracic and lumbar HVTs 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/guardians will be screened like patients with Covid screening questions, and temperature checked at the door - they will also be asked to wear a mask and use hand sanitiser</li> </ul>

**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>
Increased sanitisation and cleaning	<ul style="list-style-type: none"> <li>• The clinic treatment room will be cleaned between each patient - It will be left for 20 minutes, for viral particles to drop, and then all surfaces, door handles, taps, sink, treatment couch, desk, chairs and floor will be disinfected</li> <li>• Common areas/washrooms will be cleaned every 4 hrs- patients will be encouraged to use their own toilet before arriving for an appointment</li> <li>• Hard surfaces in common areas will be cleaned every 4 hours</li> <li>• Front door buzzer will be disinfected between every patient</li> <li>• After the end of each staff member's shift, a full deep clean of the clinic will be undertaken - all of the above</li> <li>• Use of at least 60% alcohol sanitisers</li> <li>• Use of hypochlorus acid disinfectant for all surfaces</li> </ul>

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Description of risk	Mitigating action
	<p><i>Actions to minimise the number of surfaces requiring cleaning;</i></p> <ul style="list-style-type: none"> <li>• <i>Removal of all linen - use of plastic pillowcases that can be cleaned between patients</i></li> <li>• <i>De-cluttering the clinic rooms and waiting area of unnecessary items</i></li> </ul>
Aeration of rooms	<ul style="list-style-type: none"> <li>• <i>Leaving the treatment room door closed with the extractor fan on for 10 minutes after each patient</i></li> <li>• <i>Air-conditioning will remain on, as it is a fresh air system</i></li> </ul>
Staff hand hygiene measures	<ul style="list-style-type: none"> <li>• <i>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</i></li> </ul>
Respiratory and cough hygiene	<p><i>Communication of cough hygiene measures for staff and patients</i></p> <ul style="list-style-type: none"> <li>• <i>'Catch it, bin it, kill it' posters on walls of clinic</i></li> <li>• <i>Provision of disposable, single-use tissues &amp; waste bins (lined and foot-operated)</i></li> <li>• <i>Hand hygiene facilities available for patients, visitors, and staff</i></li> </ul>
Cleaning rota/regimes	<ul style="list-style-type: none"> <li>• <i>Cleaning rota frequency increased from whole-day to 4 hours for common areas</i></li> <li>• <i>A written record of cleaning time and by whom kept on reception desk</i></li> </ul>

**Table 3. Personal Protective Equipment: Policy for use and disposal of PPE**

Clinicians will wear the following PPE	<ul style="list-style-type: none"> <li>• <i>Single-use nitrile gloves and plastic aprons with each patient</i></li> <li>• <i>Fluid-resistant surgical masks or FFP2 masks</i></li> <li>• <i>Visors</i></li> </ul>
When will PPE be replaced	<ul style="list-style-type: none"> <li>• <i>When potentially contaminated, damaged, damp, or difficult to breathe through</i></li> <li>• <i>Masks - at the end of a session - half day</i></li> <li>• <i>Aprons, gloves &amp; visors - with each patient</i></li> </ul>
Patients will be asked to wear the following PPE	<ul style="list-style-type: none"> <li>• <i>Fluid-resistant surgical masks if respiratory symptoms e.g. from hay fever or asthma</i></li> <li>• <i>Face-covering in clinical and waiting areas</i></li> </ul>
PPE disposal	<ul style="list-style-type: none"> <li>• <i>Double-plastic bagged and left for 72 hours before removal, keeping away from other household/garden waste, and then this will be placed in normal waste for collection by local authority</i></li> <li>• <i>Cloths used to wipe surfaces &amp; work clothes placed in pillow case &amp; taken home at the end of the day, and washed at 60 degrees immediately</i></li> </ul>

**Table 4. Communicating with patients: 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"> <li>• Available on our website: <a href="http://www.exmoorosteopathy.co.uk">www.exmoorosteopathy.co.uk</a></li> <li>• Available on request if wanting it emailed to them</li> </ul>
Information on how you have adapted practice to mitigate risk	<ul style="list-style-type: none"> <li>• Updating of website and via your social media accounts</li> <li>• Email to your patient base</li> <li>• Updated according to Government guidance</li> </ul>
Pre-appointment screening calls	<ul style="list-style-type: none"> <li>• 24-48 hours before a scheduled appointment</li> <li>• A clinician will call</li> </ul>
Information for patients displayed in the clinic	<ul style="list-style-type: none"> <li>• Door notice advising anyone with symptoms not to enter the building</li> <li>• Notices on other public health measures - hand washing/sanitising/Catch-it, bin it kill</li> </ul>
Other patient communications	<ul style="list-style-type: none"> <li>• Information will be included in the patient re-opening email</li> <li>• The iO video will be available on the website detailing patient journey and heightened hygiene measures</li> <li>• Patients will be asked to contact us if they subsequently develop symptoms</li> </ul>