

## 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 should be undertaken in conjunction with review of the iO's guidance 'Infection control and PPE' and 'Adapting practice guide' available from [here](#). In this document you will find the following:

**Table 1:** This is an overview of the measures you have taken that will form your clinic policy for operating during COVID-19 and available to all staff and patients. This should be completed once you have undertaken an assessment of risk and detailed the mitigating action you have taken

- NB: This does not constitute a full Health and Safety Risk Assessment as required by the Health and Safety Regulations for normal operation of business. Please see iO website for details of [Health and Safety Policy, assessment and reporting an incident guidance](#).

- **Table 2:** Areas assessed for risk and mitigating action taken. This records in detail the areas of potential risk you have identified and record of the mitigating actions you have taken and when.
  - **Table 2a - Protection for staff and patient before and when in clinic**
  - **Table 2b – Heightened hygiene measures**
- **Table 3:** For completion to outline your PPE policy for staff in your practice
- **Table 4:** Detail of how you will communicate to staff and patients your policies

Please also ensure that you are aware of the following:

[General Osteopathic Council Interim Infection Control guidance for COVID 19](#)

Completion of the attached 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

**In this section, you should provide an overview of measures you have taken to adapt your practice for preparation for operating in the current COVID-19 situation. You may wish to publish this overview as your clinic policy, so patients are aware of the measures you have taken.**

<b>Undertaken a risk assessment</b>	<p>Risk Assessment Date: 25/5/20.</p> <ul style="list-style-type: none"> <li>This is to be reviewed on a monthly basis or on change of Government guidance if this is sooner.</li> </ul>
<b>Heightened cleaning regimes</b>	<ul style="list-style-type: none"> <li>Clinic rooms will be cleaned in between each patient including door handles, chairs and therapy beds</li> <li>Common areas will be cleaned after every patient including hard surfaces</li> </ul>
<b>Increased protection measures</b>	<ul style="list-style-type: none"> <li>We have removed all plinth covers so therapy beds can be cleaned between patients and pillow covers will be changed between patients.</li> <li>We do not currently have a screen on reception as the receptionist is not working during opening hours, each therapist will take payment and make bookings for their own patients.</li> <li>Cash payments, online bookings and card payments will remain – card reader to be cleaned between patients. Cash to be left untouched in a wallet in the safe for 72 hours.</li> <li>In line with the Isle of Man Government Covid 19 Guidance, taken from Public Health England Staff PPE will be done by a risk assessment on a patient by patient basis and written on patient notes. Face masks, gloves and aprons are available for use during each treatment.</li> </ul>
<b>Put in place distancing measures</b>	<ul style="list-style-type: none"> <li>Therapists are Staggering appointments</li> <li>All patients are asked to only attend at their appointment time and not earlier</li> <li>A 15-minute buffer zone has been built into treatment times to minimise people in the reception area</li> <li>Patients are asked to attend appointments alone and if assistance is needed to get in the building, once they are inside the reception area then the person assisting them is asked to wait outside of the Follan Building and return once the therapist has phoned them to confirm the treatment has finished.</li> <li>All furniture in the reception area and therapy rooms has been moved apart to provide a 2m distance</li> <li>Only one person (or household) to be using the stairs, lift or toilet facilities at any time</li> <li>All patients are asked to keep a 2m distance from others</li> </ul>
<b>Staff training</b>	<ul style="list-style-type: none"> <li>Correct handwashing technique best practice signs are up in the bathroom and clinic kitchen</li> <li>All staff have been advised to refer to the Government website for correct advise on safe application and removal of PPE</li> <li>All staff have been provided with a copy of this risk assessment via email and been briefed via email on the current policy in place at Follan. They have also been asked to refer to current government guidance on Covid 19 and keep up to date with any changes.</li> </ul>
<b>Providing remote/ telehealth consultations</b>	<ul style="list-style-type: none"> <li>As far as possible patients will have either a telephone or email pre-treatment call</li> <li>Follow-up/maintenance appointments available via telephone/email/ video call where necessary</li> </ul>
	(Document last updated: <b>25/5/20</b> ) /

The following sections are a means to consider/describe the risks in your clinic and record the measures you have put in place to operate as safely as possible and mitigate risk of infection. The sections here may not all be applicable or conversely, you may want to add further areas that you have assessed. The indicators in grey are suggestions and are not intended to be an exhaustive list.

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			
	Description of risk	Mitigating action	When introduced
Pre-screening for risk before public/patients visit the clinic		<p>Where possible all patients are spoken to either over the phone or via email prior to treatment.</p> <p>Before patients arrive in the clinic they will also receive a booking confirmation asking them have they :</p> <ul style="list-style-type: none"> <li>• Had any symptoms of COVID 19 (e.g. high temperature or a new, persistent cough) in the last 7 days?</li> <li>• Are they extremely clinically vulnerable</li> <li>• Do they have any additional respiratory symptoms or conditions e.g. hay fever, asthmas</li> <li>• Has a member of their household had/have symptoms of COVID-19 or are in a high-risk category i.e. shielded as considered extremely clinically vulnerable?</li> <li>• Have they been in contact with someone with suspected/confirmed COVID-19 in last 14 days?</li> <li>• During phone and email communication therapists will inform of the risk of face to face consultation – staff will document that they have informed the patient of risk associated with attending the clinic, and that they are not experiencing symptoms of COVID-19.</li> <li>• Options for telehealth are available if required</li> </ul> <p>Detail here what process you expect the patient to undertake on arrival and whilst at the clinic e.g. as detailed in processes below</p> <p><b>NB: All triage pre-screening information will be documented in the patient notes.</b></p>	25/5/20
Protecting members of staff		All staff have been asked if they or a member of their household is in a vulnerable category.	25/5/20

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	Description of risk	Mitigating action	When introduced
		<p>This will be managed by each therapist - if they feel able and safe to work then we will support them doing so.</p> <p>Clear and regular communication is required between therapists to manage any possible Covid 19 client risks and therapists are able to stop working at any time if they feel it necessary.</p> <p>Therapists will be wearing any necessary PPE during treatment. This will be done on a patient by patient basis and written on their client notes.</p>	
Confirmed cases of COVID 19 amongst staff or patients?		<p>see the attached Flowchart describing <u>return to work following a SARS-CoV-2 test.</u></p> <ul style="list-style-type: none"> <li>• If the patient experiences symptoms within 2/3 days of visiting the clinic, any staff with direct contact to that individual should self-isolate</li> <li>• 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)</li> </ul>	25/5/20
Travel to and from the clinic		<ul style="list-style-type: none"> <li>• The clinic has a large car park providing more than enough spaces for everyone to bring their own car to work or appointments.</li> <li>• Everyone is asked to sanitise hands on entering and exiting clinic.</li> <li>• Any chaperones are asked to wait outside of the Follan Building until called by therapist.</li> </ul>	25/5/20
Entering and exiting the building		<ul style="list-style-type: none"> <li>• Staff are asked to change into clinic clothing upon arrival at clinic and take work clothing in a separate bag home for washing</li> <li>• Patients are asked not to arrive early or late for their appointment to avoid overcrowding in the reception area in order to comply with social distancing if other patients are in the clinic.</li> <li>• Any patients arriving early will be asked to wait in their car or outside the building.</li> <li>• There is only one entrance door to the reception area, all clients are asked that they keep 2m from anyone else outside of their household at all times and only one</li> </ul>	25/5/20

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			
	Description of risk	Mitigating action	When introduced
		<p>person to be using the stairs and lift at any time to allow for this. Once in the reception area furniture is arranged to comply with the 2m distance and therapists will guide patients into and out of treatment rooms.</p> <ul style="list-style-type: none"> <li>• Patients are asked to sanitise hands upon entering and exiting the clinic.</li> </ul>	
Reception and common areas		<ul style="list-style-type: none"> <li>• All patients have been asked not to turn up early or late for their appointment to reduce time in the waiting area.</li> <li>• Contactless payment is not possible for treatment as it exceeds the limit, however, card machine is cleaned after every use or we can provide details for a bank transfer if preferred. Any cash taken will be untouched in the safe for 24 hours.</li> <li>• The reception area is large and therefore there is more than enough space to keep 2m distance from anyone not in your household.</li> <li>• Our receptionist will not currently be based in clinic during opening hours but therapists will be doing their own payments and bookings during this time. The receptionist will be checking emails from home and can access the booking system to make bookings this way if required.</li> </ul>	25/5/20
Social/physical distancing measures in place		<ul style="list-style-type: none"> <li>• Therapists have Staggered appointment times so that patients do not overlap in reception as far as possible</li> <li>• Furniture in reception area and therapy rooms has been moved apart to allow for 2m distance between clients.</li> </ul>	25/5/20
Face to face consultations (in-clinic room)		<ul style="list-style-type: none"> <li>• Spacing between the therapist and the patient is at least 2m apart to encourage social distancing when taking a case</li> <li>• Telephone calls and emails have been used to contact patients before treatment as necessary</li> <li>• Adaptations in treatment technique may be needed to avoid unnecessary close proximity</li> <li>• Hands on work by therapists will only be carried out where necessary and kept to a minimum</li> <li>• We ask that there is only one parent/guardian accompanying during treatment for children</li> </ul>	25/5/20

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	Description of risk	Mitigating action	When introduced
		<ul style="list-style-type: none"> <li>No additional family members except if requested as a chaperone</li> <li>Chaperones where possible are asked to help patients into clinic and then wait outside of the building until called by a therapist to be advised that the treatment has ended. If this is not possible then we ask that they follow all of the procedures we have in place for clients in the clinic.</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			
	Description of risk	Mitigating action	When introduced
Increased sanitisation and cleaning		<ul style="list-style-type: none"> <li>Clinic rooms - plinths, desk, door handles, equipment chairs - between each patient</li> <li>Reception surfaces, doors and door handles, chairs, taps, card machines between patients</li> <li>At least 60% alcohol sanitisers/wipes are used throughout the clinic</li> <li>Plinth covers have been removed so beds can be cleaned between patients. Pillowcases will be changed between patients and taken home at the end of each treatment day to be cleaned and returned.</li> <li>The reception area has been decluttered – toys, cushions, leaflets and magazines removed. Any unnecessary items in therapy rooms have been removed.</li> <li>Patient shoes are not to be removed until they are sitting on therapy table and to be put back on here. Floor surrounding patient chair / shoe area in therapy room to be cleaned with and antibacterial spray where necessary.</li> </ul> <p>Reception area door to remain open at all times. Front door and therapy room door handles to be cleaned between patients.</p>	25/5/20
Aeration of rooms		<ul style="list-style-type: none"> <li>Window we be left open and the door closed for 15 minutes after each patient</li> <li>All fans or other air-circulation mechanisms are not to be used</li> </ul>	25/5/20

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
		<ul style="list-style-type: none"> <li>Door to reception is to be left open at all times and window open where necessary.</li> </ul>	
Staff hand hygiene measures		<ul style="list-style-type: none"> <li>All staff are to be bare below the elbow. Sanitise hands and forearms before and after patients using hand sanitiser gel or antibacterial soap.</li> </ul>	25/5/20
Respiratory and cough hygiene		<ul style="list-style-type: none"> <li>Disposable, single-use tissues provided in each room. Clients encouraged to 'catch it, bin it, kill it'</li> <li>Hand hygiene facilities available for patients, visitors, and staff in each area.</li> </ul>	25/5/20
Cleaning rota/regimes		<ul style="list-style-type: none"> <li>Cleaning rota frequency increased to be done between patients for therapy rooms and common areas</li> <li>A written record of cleaning time and by whom kept on reception</li> <li>Patients discouraged from using the bathroom. Bathroom to be cleaned at the end of the day.</li> </ul>	25/5/20

Table 3. Personal Protective Equipment: Detail here your policy for use and disposal of PPE	
Clinicians will wear the following PPE	<ul style="list-style-type: none"> <li>Single-use nitrile gloves, face masks and plastic aprons to be used where necessary after a risk assessment on a patient to patient basis and written on their notes.</li> </ul>
When will PPE be replaced	<ul style="list-style-type: none"> <li>When potentially contaminated, damaged, damp, or difficult to breathe through</li> <li>At the end of a session (e.g. 8 hours)</li> </ul>
Reception staff will wear the following PPE	<ul style="list-style-type: none"> <li>Receptionist not currently working in the clinic building</li> </ul>
Patients will be asked to wear the following PPE	<ul style="list-style-type: none"> <li>Whatever they feel necessary</li> </ul>
PPE disposal	<ul style="list-style-type: none"> <li>Double-plastic bagged and left for 72 hours before removal, keeping away from other household/garden waste, and then this can be placed in your normal waste for collection by your local authority.</li> <li>Cloths and cleaning wipes also bagged and disposed of with PPE</li> </ul>

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	<ul style="list-style-type: none"> <li>If requested can be shown to patient during appointment</li> <li>Available on website</li> </ul>

	<ul style="list-style-type: none"> <li>• Email sent out detailing changes prior to re-opening of clinic</li> <li>• Facebook post to advise of changes prior to opening</li> </ul>
Information on how you have adapted practice to mitigate risk	<ul style="list-style-type: none"> <li>• Updated website and via your social media accounts</li> <li>• Email sent out to patient base</li> </ul> <p>These are to remain updated regularly in line with new Government guidance</p>
Pre-appointment screening	<ul style="list-style-type: none"> <li>• Text reminder to be sent 24 hours before a scheduled appointment asking patients to stay away from clinic if unwell</li> <li>• Email booking confirmation sent when appointment is booked asking patients to stay away from clinic if unwell or have been in contact with someone displaying symptoms of Covid 19</li> </ul>
Information for patients displayed in the clinic	<ul style="list-style-type: none"> <li>• Door notices advising anyone with symptoms not to enter the building.</li> <li>• Notices on other public health measures e.g. hand washing/sanitising</li> </ul>
Other patient communications	All patients are asked to contact the clinic if they subsequently develop symptoms.