

## 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.

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”

**Table 1: We have assessed our practice for risks outlined and put in additional processes as detailed below**

<b>Undertaken a risk assessment</b>	<p>Risk assessment undertaken on 20/05/2020 and updated on 11/07/2020.</p> <p>This assessment will be reviewed as and when new guidance is provided by the government, the General Osteopathic Council or the Institute of Osteopathy.</p>
<b>Heightened cleaning regimes</b>	<p>Clinic room will be cleaned between each patient using viricidal, alcohol- (min 60%) or bleach-based products.</p> <p>Surfaces to be cleaned between patients include (but are not limited to) the bench, pillow cases, desk, chairs (patient and osteopath), door handles, bin and stationery for patient notes.</p> <p>The floor will be washed every four hours with an appropriate bleach-based product and will be allowed to air dry.</p> <p>Where appropriate, dry needling equipment will be cleaned (dry needle packs, alcohol gel, sharps bin).</p> <p>Wash facilities will also be cleaned between patients (basin, soap container).</p> <p>Clinic room will be aerated for 20 minutes between each patient.</p>
<b>Increased protection measures</b>	<p>All linen has been removed from the clinic including towel, couch cover and pillow cases.</p> <p>Cashless payment is highly encouraged – cash payments will only be accepted in exceptional circumstances (e.g. no access to the internet). Bank transfer and PayPal details will be provided.</p> <p>Patients will be triaged prior to attending the clinic both at time of booking the appointment (to ensure the patient has not knowingly been in contact with anyone with any COVID-19 symptoms for fourteen days prior to their appointment) and 24 hours (or less) before their appointment to check for COVID-19 symptoms.</p> <p>Patients will be risk assessed on a case by case basis based on the information they provide e.g. medical history, occupation and age.</p> <p>Only the osteopath (Lauren Jardine) and her patients will have access to the clinic room.</p> <p>Patients will be asked to wash their hands using soap and water for a minimum of 20 seconds as soon as they enter the clinic room.</p> <p>Patients are requested to wear a mask or face covering during their appointment.</p> <p>All non-essential items have been removed from the clinic, including extra cleaning supplies and clinic sundries, books and anatomical models.</p> <p>Patients will be asked to wait outside of the Kings Gym building until their appointment time. At their appointment time, Lauren Jardine will accompany them to the clinic.</p> <p>If the patient has been training immediately prior to their appointment, they will be asked to change their clothes before entering the clinic.</p>
<b>Put in place distancing measures</b>	<p>Appointments will be staggered, with a minimum of 30 minutes between each appointment.</p> <p>Patients are asked to wait in their cars or outside of the Kings Gym building if they arrive early for their appointment.</p>

	<p>Patients are asked to attend their appointment alone. If the patient is a child under the age of 16 years old or requests a chaperone, we ask only one chaperone to attend. This chaperone will be pre-screened and triaged prior to the appointment. If pre-screening is not done, the appointment will be rescheduled.</p>
<b>Staff training</b>	<p>We do not employ any staff at this clinic. Lauren Jardine has been trained in correct handwashing techniques, how to put on and remove PPE safely and how to effectively clean the clinic.</p>
<b>Providing remote/telehealth consultations</b>	<p>Remote consultations will continue to be available to all patients and are encouraged prior to face to face appointments. In situations where a patient is unable to attend a face to face appointment due to self-isolation, illness or childcare issues, remote consultations will be offered via Skype or Zoom. Prior to face to face appointments, all patients will be screened via email, telephone or video call, as detailed above.</p>
	<p>(Document last updated: 11/07/2020)</p>

**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

	<b>Description of risk</b>	<b>Mitigating action</b>	<b>When introduced</b>
<b>Pre-screening for risk before public/patients visit the clinic</b>	As patients with COVID-19 can be asymptomatic or take up to 14 days to display symptoms, it is important to pre-screen patients before booking a face to face appointment. Screening is also important as certain age groups and those with preexisting medical conditions may be at a higher risk of infection or progression of symptoms.	<p>Patients will be screened prior to their appointment either via email, telephone or online consultation.</p> <p>Patients will be asked about COVID-19 symptoms (persistent cough, fever, loss of taste and/or smell) or known exposure to those with COVID-19 in the two weeks prior to their appointment. Those with symptoms, a positive test or having had exposure to someone with COVID-19 symptoms will be asked to postpone their appointment for 14 days. During this time, a remote consultation will be offered.</p> <p>Screening will also enable Lauren Jardine to assess the potential risk COVID-19 poses to the patient by discussing medical history, occupation, isolation status and age. This includes screening people who are shielding and those who are extremely clinically vulnerable (both the patient and their household members). Other respiratory conditions will also be considered, including hayfever and asthma.</p> <p>Screening will enable Lauren Jardine to assess the patient’s need for a face to face appointment. Where possible, a case history may be taken remotely to reduce the time needed in the face to face appointment.</p> <p>Screening also enables Lauren Jardine and the patient to discuss the risks of face to face consultations so the patient can provide informed consent.</p> <p>Remote consultations are still available to patients who do not wish to have a face to face appointment. The pre-appointment discussion will detail this, as well as the clinic’s expectations of the patient on arriving at the clinic (attending their appointment alone where possible, washing their hands as soon as they enter the clinic room).</p>	These protocols will be introduced one week prior to the first face to face appointment and will be ongoing.
<b>Protecting members of staff</b>	It is important to consider other staff members when risk	<p>Lauren Jardine Osteopathy does not employ any staff.</p> <p>Lauren Jardine does not have any vulnerable members in her household.</p>	(Not applicable)

	assessing face to face appointments.		
<b>Confirmed cases of COVID 19 amongst staff or patients?</b>	Should Lauren Jardine, members of her household or patients develop symptoms of COVID-19, this could pose a risk to other patients seen in the time since, potentially exposing them to COVID-19 too.	<p>Should Lauren Jardine or members of her household develop symptoms of COVID-19, all household members (including Lauren Jardine) will self-isolate for 14 days. Lauren Jardine and her household will be tested. Testing is most effective in the first three days of symptoms, so this is a priority. The affected person should contact 111 should symptoms not improve.</p> <p>Should Lauren Jardine develop symptoms, she will contact everyone she has treated in the preceding two days to inform them and their household to self-isolate.</p> <p>Should a patient contact Lauren Jardine to inform her that they or a household member have developed symptoms within two days of their appointment, the patient will be recommended to be tested and to contact 111 for advice. As Lauren Jardine will be following PHE advised cleaning and PPE protocols, there is no need to Lauren Jardine or anyone with indirect contact with the patient (i.e. anyone else with an appointment on the same day as the affected patient) to self-isolate. Out of courtesy however, Lauren Jardine will contact those who attended the clinic on the same day to make them aware and to advise them to monitor for symptoms of COVID-19.</p> <p><b>If symptoms are present</b></p> <p>If testing is positive, the affected person should self-isolate for seven days and only return to work if they have seen an improvement in symptoms and no fever for 48 hours without medication (minimum seven days self-isolation).</p> <p>If testing is negative, the affected person can return to work if asymptomatic or risk assess if they are symptomatic. Testing can be re-requested up to five days from first symptoms.</p> <p>If testing is inconclusive but the affected person is symptomatic, they should self-isolate for seven days and only return once symptoms have reduced for 48 hours and no fever is present (without medication).</p> <p><b>If symptoms are not present</b></p> <p>If testing is positive, the affected person should self-isolate for seven days. They can then return to work if well. If symptoms develop during this time, the person should self-isolate for seven days from the first day of symptoms and only return</p>	These protocols will be introduced from the first face to face appointment.

		<p>to work once symptoms have reduced and fever has gone without medication for 48 hours.</p> <p>If testing is negative, the affected person can return to work.</p> <p>If testing is inconclusive, repeated testing is required but the person can return to work.</p>	
<b>Travel to and from the clinic</b>	<p>Non-essential travel is now permitted but special care should be taken when travelling, particularly by public transport or when in contact with people outside of your household, particularly with the airborne transmission of COVID-19.</p>	<p>It is advised that patients who are shielding or high risk are seen as the first patient of the day, following advice from their consultant or GP.</p> <p>On street parking is available close to the clinic and may be available onsite.</p> <p>Lauren Jardine will be travelling to and from the clinic by car.</p> <p>If coming by car, patients are requested to wait in their car until their appointment time.</p> <p>Whether coming by car, walking, cycling or public transport, patients are asked to wait outside the Kings Gym building until their appointment time. If it is raining, patients are advised to still wait outside, preferably undercover.</p> <p>If patients have used the gym facilities prior to their appointment, they are asked to wait outside of the King Gym building before coming into the clinic.</p> <p>It is requested that patients bring the minimum number of items to their appointment where possible, and keep their items in the designated area for them. These areas will then be disinfected between appointments.</p>	<p>These protocols will be introduced from the first face to face appointment.</p>
<b>Entering and exiting the building</b>	<p>Due to the airborne transmission of COVID-19, it is important for people to be aware of social distancing when entering and exiting the building, where possible.</p>	<p>Lauren Jardine will be changing into work clothing when arriving at the clinic, with the clothes she arrives in kept in a separate bag to work clothes until the end of the day, when she changes back.</p> <p>At the end of the day, work clothing will be placed into its original bag where it will be kept for 72 hours before being laundered on a 60° wash. Clothing will not be re-worn until it has been laundered. Shoes will be cleaned with disinfectant wipes at the end of each day.</p> <p>Patients are asked to arrive at their appointment time to avoid overlap with other patients. As detailed above, they are asked to wait outside of the Kings Gym building until their appointment time and to be aware of social distancing where possible. Should social distancing not be possible (e.g. when walking through Kings Gym to get to the clinic), masks or face covers are advised, as per government advice.</p>	<p>These protocols will be introduced from the first face to face appointment.</p>

	<p>If social distancing is not possible, masks or face covers are recommended, as per government advice.</p> <p>No to minimal contact with surfaces outside of the clinic room is advised.</p>	<p>Patients are requested to wash their hands with soap and water for a minimum of 20 seconds as soon as they enter the clinic room and before they leave.</p> <p>Patients are welcome to use the toilet facilities at Kings Gym at any time but are requested to wash their hands with soap and water for 20 seconds when re-entering the clinic before their appointment can continue.</p> <p>As above, if a patient has used the gym facilities to exercise prior to their appointment, they are requested to change their clothes before entering the clinic.</p>	
<b>Reception and common areas</b>	<p>Social distancing is vital to reduce the transmission of COVID-19. Therefore, social distancing is highly encouraged at all times.</p>	<p>Patients should be aware of social distancing when passing through Kings Gym to reach the clinic. Where a two-metre distance cannot be adhered to, it is recommended that patients wear a mask or face cover, as per government advice.</p> <p>Patients are requested to arrive promptly at their appointment time to reduce the time waiting outside of the building.</p> <p><i>The following advice pertains to both clinic locations.</i></p> <p>Cashless payments are preferred – BACs and PayPal details are provided on request. Cash payments will only be accepted in exceptional circumstances e.g. no access to the internet. Should this be the case, cash will be kept by Lauren Jardine (not in the clinic) in a sealed envelope for 72 hours before being deposited in a bank.</p> <p>Payment and follow up appointment procedures will be undertaken at a two-metre distance where possible. If this is not possible, full PPE will be worn by Lauren Jardine.</p>	<p>These protocols will be introduced from the first face to face appointment.</p>
<b>Social/physical distancing measures in place</b>	<p>Social distancing helps to reduce the transmission of COVID-19 and is therefore highly</p>	<p>A minimum of 20 minutes wait between appointments will be implemented. This will allow time for the clinic room to be aerated and will stop patients from overlapping or waiting.</p> <p>Where social distancing is not possible, it is recommended that patients wear a mask or face cover, as per government advice.</p>	<p>These protocols will be introduced from the first face to face appointment.</p>

	encouraged whilst attending an appointment.		
<b>Face to face consultations (in-clinic room)</b>	Despite wearing PPE, the gold standard for reducing transmission is a two-metre distance between members of different households. This reduces the likelihood of transmission of COVID-19.	<p>Where possible, a two-metre distance will be maintained between Lauren Jardine and the patient whilst completing the case history part of the appointment. There will be no contact between the two parties until Lauren Jardine dons PPE.</p> <p>Remote consultations may also be used for the consultation part of the appointment. For example, this could be considered if the patient (or a member of their household) is in a high-risk group. This option will be offered to every patient when booking their appointment and again at their pre-screening call the day before their appointment.</p> <p>Certain treatment techniques may need to be avoided until the risk reduces further in the general population. These include techniques that could be considered aerosol generating procedures, such as breathing techniques. This will be assessed on a case by case basis.</p> <p>Where possible, patients are requested to attend appointments alone. If a chaperone or family member is attending, we will only be able to have one extra person in the treatment room at a time. They will be required to sit at a two-metre distance from Lauren Jardine throughout. Ideally the chaperone or family member would be a member of the patient's own household and would wear a mask or face cover. This will be assessed on a case by case basis. All chaperones or family members will be pre-screened along with the patient where they will be informed of the risks of attending the appointment. They will be required to sign a consent form to agree to their understanding.</p>	These protocols will be introduced from the first face to face appointment.

**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
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<b>Increased sanitisation and cleaning</b>	Due to the airborne nature of COVID-19, strict cleaning and disinfection protocols need to be adhered to. This will reduce the risk of cross-contamination.	Treatment bench, wipeable pillow cases and couch covers, door handles, stationary, chairs, bins, basin and soap containers will all be wiped down between every patient with either viricidal/min 60% alcohol cleaning wipes. When used, dry needling equipment (needle packs, antibacterial wipes and gel and sharps bin) will also be wiped down with viricidal/min 60% alcohol cleaning wipes. Clinic room floor will be mopped every four hours with an appropriate bleach-based detergent and will be allowed to air dry. All unnecessary linen has been removed from the clinic, including pillow cases (these are now wipeable plastic), couch cover (now wipeable plastic) and towels. Paper towels are provided for hand washing. All unnecessary items have been removed from the clinic, including books, anatomical models and extra clinic sundries – these are kept in a separate location. At Kings Gym, cleaning regimes have been increased but it is still requested that patients wash their hands with soap and water for 20 seconds on entering the clinic room.	These protocols will be introduced from the first face to face appointment.
<b>Aeration of rooms</b>	Due to the airborne nature of COVID-19, clinic rooms must be aired for a minimum of 20 minutes to allow for new air circulation	Clinic room door will be left open for at least 20 minutes between patients. Fans will not be used due to the airborne nature of COVID-19, unless in exceptional circumstances (i.e where the patient's safety is at risk due to high temperatures in the clinic room. This includes (but is not limited to) the patient feeling unwell or faint).	These protocols will be introduced from the first face to face appointment.
<b>Staff hand hygiene measures</b>	COVID-19 is most effectively removed from surfaces by hand washing for 20 seconds with running water and soap.	Lauren Jardine will be washing her hands, forearms and elbows with soap and running water before donning and after doffing PPE after every patient for at least 20 seconds. She will also be doing this if she has contact with an object that has not be cleaned before the patient has arrived. Lauren Jardine will be wearing nitrile gloves when treating all patients. Lauren Jardine is not responsible for the cleaning practices of Kings Gym, hence her insistence on patients washing their hands on entering the clinic room.	These protocols will be introduced from the first face to face appointment.
<b>Respiratory and cough hygiene</b>	Due to COVID-19 being an airborne pathogen,	Lauren Jardine will be adhering to the 'catch it, bin it, kill it' protocol and requests that patients do the same. Single use tissues will be made available to patients	These protocols will be introduced from

	respiratory and cough hygiene is vital.	It is asked that patients place used tissues in the bins provided, which will be foot operated and lined with a bin liner. After coughing or sneezing, Lauren Jardine and patients will be required to wash their hands (and arms if necessary) with soap and water for 20 seconds.	the first face to face appointment.
<b>Cleaning rota/regimes</b>	Cleaning is vital to reduce the transmission of COVID-19 and will be strictly adhered to here.	As Lauren Jardine is a sole practitioner, all cleaning duties within the clinic room will be completed by her between every patient. This will be recorded on a separate sheet of paper. At Kings Gym, cleaning regimes have been increased in terms of frequency and will be noted by the team working there. This includes cleaning of the toilet.	These protocols will be introduced from the first face to face appointment.

**Table 3: Personal Protective Equipment**

<b>Clinicians will wear the following PPE</b>	<p>Lauren Jardine will be wearing the following:</p> <ul style="list-style-type: none"> <li>• Single use nitrile gloves, changed for each patient</li> <li>• Fluid resistant surgical mask type IIR, changed at a maximum every four hours, or when touched or handled, damaged, damp or difficult to breathe through</li> <li>• Single use plastic apron, changed for each patient</li> </ul> <p>Eye protection may also be considered if aerosol generating procedures are being conducted. If used, these will be disinfected between patients.</p>
<b>When will PPE be replaced</b>	<p>Gloves and aprons are single use and will be changed after each patient</p> <p>Masks will be used for a maximum of four hours. They will be changed before this time if they have been contaminated (i.e. touched or handled) or are damp, damaged or difficult to breathe through.</p>
<b>Patients will be asked to wear the following PPE</b>	<p>Due to the close nature of osteopathic treatment, patients are welcome to wear PPE should they feel comfortable doing so. It is advised that patients wear a mask or face covering, as recommended by the government. Those patients with respiratory symptoms e.g. asthma or hayfever will be offered a FRSM mask.</p>
<b>PPE disposal</b>	<p>PPE, cleaning products, couch roll and tissues will be disposed of responsibly in the following way:</p> <ul style="list-style-type: none"> <li>• Double bagged in a plastic bag.</li> <li>• Left for 72 hours in the bin before removal. During this time, they will be kept away from other household waste.</li> <li>• After 72 hours, the bin bag will be placed with normal waste collection and removed by the local authority</li> </ul>

**Table 4: Communicating with patients**

<b>Publishing updated clinic policy</b>	<p>This policy will be published in the clinic and will be available on request.</p> <p>It will also be added to my website, a link of which will be included in appointment confirmation emails.</p>
<b>Information on how you have adapted practice to mitigate risk</b>	<p>In summary of the above, all necessary steps have been taken to mitigate the potential transmission of COVID-19 within the clinics. PPE will be worn and all contacted surfaces will be sufficiently cleaned between patients. The waste will then be disposed of safely and responsibly.</p> <p>A summary of this information will be emailed to patients and added to social media platforms and my website, along with salient points pertinent to patients attending the clinic.</p> <p>This information will be updated in line with government guidance as and when it is available.</p>
<b>Pre-appointment screening calls</b>	<p>Pre appointment screening calls or emails will take place 24 hours before each appointment by Lauren Jardine. If there is no answer to the phone call, an email will be sent and in the case of no response, a further call will be made in the morning. If there is still no response, the appointment will have to be rescheduled to a later date, when pre-screening can be possible.</p>
<b>Information for patients displayed in the clinic</b>	<p>Notices will be displayed in the clinic room and on the outside door at the Kings Gym clinic, detailing a summary of the above including that anyone with symptoms is not to enter the clinic room. Information posters will also be made available on where to go for more advice, such as the NHS website.</p>
<b>Other patient communications</b>	<p>A summary of the above information will be sent in an email newsletter. This will alert patients to the clinic reopening, as well as what safety procedures are in place and what will be expected of them coming to the clinic e.g. handwashing.</p> <p>This information will also be made available on social media platforms, via posts and stories on Instagram.</p> <p>Patients will be reminded across all platforms to contact Lauren Jardine should they develop symptoms.</p> <p>Patients will be sent reassurance across all platforms of the lengths gone to to help to protect them.</p>