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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 should be undertaken in conjunction with review of the iO’s guidance ‘Infection control and PPE’ and ‘Adapting practice guide’ available from** [**here**](https://www.iosteopathy.org/covid-19/adapting-your-practice/)**. 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](https://www.iosteopathy.org/for-osteopaths/practice-development/compliance/policies-and-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 aware of the following:

[General Osteopathic Council Interim Infection Control guidance for COVID 19](https://www.osteopathy.org.uk/news-and-resources/document-library/about-the-gosc/interim-guidance-on-infection-control/)

**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”**

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| 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.** | |
| **Undertaken a risk assessment** | *Date of risk assessment: 6 August 2020*   * *These processes will be reviewed if Government guidance changes* |
| **Heightened cleaning regimes** | *Put here your new, heightened cleaning regimes for your clinic, e.g. how, the frequency and in what areas*   * *Clinic rooms will be cleaned between in each patient* |
| **Increased protection measures** | *We have put the following additional processes or protections in place:*   * *We have removed all linens from the clinic* * *Cashless payments/telephone bookings* * *Staff PPE* |
| **Put in place distancing measures** | *Put here an overview here of what you have you done to provide distancing measure*   * *Staggered appointments* * *Closed waiting room* |
| **Staff training** | *Detail here any additional training that you and your staff have undertaken:*   * *Correct handwashing technique best practice* * *Put on/remove PPE safely* * *Staff briefed and trained on updated clinic policies and infection measures* |
| **Providing remote/ telehealth consultations** | *Detail here what telehealth/remote consultations you are offering*   * *All patients will have telephone pre-screening call* * *Follow-up/maintenance appointments available via telephone/video call* |
|  | (Document last updated: 06/08/2020) |

| 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 to | | |  |
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|  | **Description of risk** | **Mitigating action** | **When introduced** |
| **Pre-screening for risk before public/patients visit the clinic** | *Transmission of coronavirus between patients, chaperones and staff* | ***You need to triage and offer a virtual consultation in the first instance. Consider taking an initial case history by telephone to determine if a face to face is relevant or support can be provided by a telehealth consultation.***  *If a virtual consultation does not meet the needs of the patient****,*** *we will pre-screen a patient (and chaperone if relevant) before they arrive in the clinic for example but not limited to:*   * *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* * *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?*   *Other information we will provide during the pre-screening call*   * *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.* * *Options for telehealth*   *We expect patients to sanitise their hands with gel provided on arrival and to wear a face covering during their visit.*  ***NB: All triage pre-screening information must be documented in the patient notes.*** | *06.08.2020* |
| Protecting members of staff | *Contracting COVID-19* | *Detail here if you have asked your staff if they or a member of their household is in a vulnerable category and how will you manage this if they are?*  *Neither I nor or a member of my household is in a vulnerable category.*  *Our PPE policy is detailed in table 3 below.* | *06.08.2020* |
| Confirmed cases of COVID 19 amongst staff or patients? | *Transmission of COVID-19* | *Detail here what your process is should a member of staff be tested for COVID-19* *see the attached Flowchart describing* [return to work following a SARS-CoV-2 test](https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings).  *Should a member of staff be tested for COVID-19* *we will follow Government guidelines* [return to work following a SARS-CoV-2 test](https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings).  *Detail here your policy should a patient advise you that they have symptoms of COVID-19 after visiting the clinic in line with government guidance*   * *If the patient experiences symptoms within 2/3 days of visiting the clinic, any staff with direct contact to that individual should self-isolate* * *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)* | *06.08.2020* |
| Travel to and from the clinic | *Transmission of COVID-19* | *Detail here what risk assessment you are making for yourself/ staff and/or patients/chaperones that may travel by public transport.*   * *Staff and/or patients/chaperones travelling by public transport are expected to wear a face covering.* * *Patients/chaperones will be asked to wait in the car park until the time of their appointment.* | *06.08.2020* |
| Entering and exiting the building | *Transmission of COVID-19* | *Detail here if you have a process for both staff and patient entering and exiting the clinic*   * *Staff will change into work clothing at the clinic and place work clothing in a separate cloth bag to take home for washing.* * *We are asking patients not to arrive early or late for their appointment to avoid overcrowding therefore complying with social distancing if other patients are in the clinic.* * *Patients arriving early will be asked to wait in their car or outside the building (observing social distancing).* * *Patients will be met at the door by the osteopath and escorted to the clinic room and back to the exit.* * *Patients are expected to wash their hands (with either soap and water or a form of hand sanitiser) upon entering and exiting the building* * *Staff will measure patient temperature using an IR non contact thermometer* | *06.08.2020* |
| Reception and common areas | *Avoidable Transmission of COVID-19* | * *Patients will be asked to turn up promptly at their appointment time to avoid using the waiting area.* * *We will encourage patients to pay by bank transfer instead of cash.* * *The reception area will be closed to patients. Appointments will be booked by phone.* | *06.08.2020* |
| Social/physical distancing measures in place | *Transmission of COVID-19* | *Detail here what measures around distancing you are putting in place.*   * *Staggered appointment times so that patients do not overlap in reception* * *There will be a maximum of one patient on the premises at any one time* | *06.08.2020* |
| Face to face consultations (in-clinic room) | *Transmission of COVID-19* | * *The spacing between osteopath and the patient will be increased to 2 metres to encourage social distancing when taking a case* * *Treatments will be adapted to avoid unnecessary close proximity* * *One parent/guardian only with visits for children* * *No additional family members except if requested as a chaperone* * *Chaperones will be pre-screened by phone, when the risks will be communicated to them.* | *06.08.2020* |

| Table 2b Hygiene measures  We have assessed the following areas of risk in our practice and put in place the following heightened hygiene measures | | | |
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|  | **Description of risk** | **Mitigating action** | **When introduced** |
| Increased sanitisation and cleaning | *Transmission of COVID-19* | *Detail types/and or changes of sanitisers that you will use and detail which surfaces will be cleaned at what intervals.*   * *Clinic rooms - plinths, desk, door handles, equipment, chairs - between each patient* * *Reception will be closed to osteopathy patients* * *Use of at least 60% alcohol sanitisers/wipes, using bleach-based detergents for floors*   *Actions to minimise the number of surfaces requiring cleaning*   * *Remove unnecessary linen/use plastic pillowcases that can be cleaned between patients etc.* * *Decluttering the clinic rooms and waiting area of unnecessary items* * *Keeping doors between common areas open if safe and appropriate to do so, to reduce touch points* | *06.08.2020* |
| Aeration of rooms | *Transmission of COVID-19* | *Detail here your aeration for clinic rooms*   * *Leaving the window open and the door closed for 20 minutes after each patient* * *If no windows, leave clinic room doors open for at least 20 minutes* * *Removal of fans and other air-circulation mechanisms* | *06.08.2020* |
| Staff hand hygiene measures | *Transmission of COVID-19* | *Detail the staff hand hygiene measure put in place*   * *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* | *06.08.2020* |
| Respiratory and cough hygiene | *Transmission of COVID-19* | *Communication of cough hygiene measures for staff and patients e.g.*   * *‘Catch it, bin it, kill it’ posters* * *Provision of disposable, single-use tissues waste bins (lined and foot-operated)* * *Hand hygiene facilities available for patients, visitors, and staff* | *06.08.2020* |
| Cleaning rota/regimes | *Transmission of COVID-19* | *Detail here the details of your cleaning rota and how these will be recorded by staff e.g.*   * *Clinic room will be cleaned before/after every appointment* | *06.08.2020* |

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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 | *Detail here what PPE will clinicians wear and when risk assessed, in what circumstance they will be used*   * *Single-use plastic aprons and nitrile gloves 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 | *Detail here*   * *When potentially contaminated, damaged, damp, or difficult to breathe through* * *At the end of a session (morning or afternoon - 5 hours)* |
| Patients will be asked to wear the following PPE | *Detail here in what circumstance you may ask patients to wear PPE, and what types*   * *Fluid-resistant surgical masks if respiratory symptoms e.g. from hay fever or asthma* * *Face-covering in clinical and waiting areas* |
| PPE disposal | *Detail here how you will dispose of PPE including cleaning wipes and tissues after use*   * *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.* * *Cloths and cleaning wipes also bagged and disposed of with PPE* |

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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 | *Detail where and how your clinic policy will be available*   * *Available on request* * *Available on clinic website* |
| Information on how you have adapted practice to mitigate risk | *Detail here what general information on steps taken and where it has been published*   * *Updating of website and via social media accounts*   *This will be updated in line with new Government guidance* |
| Pre-appointment screening calls | *Detail here when the pre-screening calls may take place and by whom*   * *24 hours/morning before a scheduled appointment* * *A clinician will call.* |
| Information for patients displayed in the clinic | *Detail here any patient information posters that you have in your clinic e.g.*   * *Door notices advising anyone with symptoms not to enter the building.* * *Notices on other public health measures e.g. hand washing/sanitising/Catch-it, bin it, kill it* * *Providing patients contact for more information if needed see* [*iO website for free posters*](https://www.iosteopathy.org/covid-19/adapting-your-practice/) |
| Other patient communications | *We will ask patients to contact us if they subsequently develop symptoms* |