

**Therapy Stars Ltd**

**Standard Operating Procedure (SOP)-HOME VISITS**

**Covid-19**

Follow Triage guidance to establish if Virtual assessment/treatment would be appropriate. If not, to plan for Face to Face contact.

**If Virtual method appropriate:**

- Method of Virtual assessment/treatment discussed
- Apt made for Virtual assessment/treatment with Client/Family

**If Face to Face treatment appropriate:**

Prior to booking an appointment:

- Client & Family contacted to complete screening forms and Risk Assessment via telephone, video session or email.
- During this, Client/Family given verbal reminder of where to find SOP and what to expect at Physiotherapy appointment.
- Completed copy of Risk Assessment sent to Client/Family with link to SOP on website.
- Finally Consent form (via WriteUpp) sent for Face to Face treatment and Client/Family asked to submit.

On arrival at home:

- Physiotherapist will only approach home at specified time of appointment.
- Client/Family should open front door.
- Client/Family will be asked Covid-19 screening questions again prior to entry into home.
- Physiotherapist enter home and will perform Hand Hygiene-either wash hands with soap and water for more than 20 seconds and/or to use provided hand sanitiser.
- They will then don PPE-disposable apron, followed by fluid-resistant face mask and finally gloves.
- Client/Family may CHOOSE to wear face masks if they wish, but this is NOT compulsory.

During Physiotherapy appointment:

- Physiotherapist will be wearing PPE: fluid resistant face mask, gloves and apron. All of these will be disposed of after each Client.

## Covid-19 SOP-Home Visit

- Eye/Face protection may also be worn if the Physiotherapist deems that this is necessary.
- Any spoken information will be shared, where possible, whilst maintaining a 2 metre distance between Physiotherapist and Client/Family.
- Physiotherapist will conduct assessment/treatment session as appropriate - minimising Client contact where possible.
- Physiotherapist will not bring any toys/equipment into the home unless previously discussed as part of Risk Assessment.
- Client/Family are free to use their own toys/equipment during session.

### At end of Physiotherapy appointment:

- Physiotherapist will remove gloves and then perform Hand Hygiene.
- They will then remove apron.
- Finally they will remove their face mask and dispose of PPE in their own double bagged bin bag.
- They will then perform Hand hygiene prior to leaving the home.
- NO cash/cheques will be accepted for payment. All invoices will be sent via email and need to be paid using BACS/Bank transfer in order to make payment completely contactless.

### After Home Visit:

- At the end of the day any PPE and/or disposable products used during the day will be left for 72 hours prior to being disposed of appropriately.

**IN THE EVENT THAT DURING SCREENING ANY Client/FAMILY HAVE HAD COVID-19 SYMPTOMS IN THE PAST 14 DAYS PRIOR TO THEIR APPOINTMENT, WE WILL BE UNABLE TO VISIT THE HOME. THIS IS TO PROTECT OUR STAFF AND CLIENTS.**

Sian Boffey  
Physiotherapist

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