

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 WriteUp) 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, full face visor 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, full face visor, gloves and apron. All of these will be disposed of after each Client.

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- 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 and full face visor and perform Hand Hygiene.
- 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.
- Reusable face visors will be sealed in a plastic bag and removed for cleaning later.

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.

OUR STAFF WILL ALSO NOT BE IN WORK IF THEY HAVE ANY COVID-19 SYMPTOMS. THIS IS TO PROTECT OUR STAFF AND CLIENTS.

Sian Boffey
Physiotherapist

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