

Therapy Stars Ltd
Standard Operating Procedure (SOP)-CLINIC
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 clinic:

- Client/Family should only approach clinic at specified time of appointment.
- Client/Family should wait outside front door for door to be opened by Physiotherapist.
- Client/Family will be asked Covid-19 screening questions again prior to entry to clinic.
- Client/Family will be asked to perform Hand Hygiene-to either wash hands with soap and water for more than 20 seconds and/or to use provided hand sanitiser.
- Adult chaperones/visitors MUST wear face masks in the clinic area unless exempt from doing so. They must supply and dispose of these themselves.

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.
- Client will either use wipeable mat or therapy plinth during Physiotherapy session.
- Use of any toys/equipment/towels will be minimised to those that are easy to clean/disinfect after each session. Client/Family are free to bring their own if they prefer.
- No blankets or soft furnishings will be used. The plinth/mats will be cleaned and disinfected after each Client.
- Pillows have waterproof covers and will be wiped down and disinfected after each use. No pillow cases will be used.

On exiting the Clinic:

- Client/Family will be again asked to perform Hand Hygiene-to either wash hands with soap and water for more than 20 seconds and/or to use provided hand sanitiser.
- 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.
- Once the Client/Family have exited the building, the Physiotherapist will remove PPE and dispose of it in the appropriate bin provided.
- Physiotherapist will then wash their hands as per WHO guidelines.

In between Clients:

- There will be at least a 30 minute gap in between any Clients in order to allow for thorough cleaning to take place.
- All contact surfaces including door handles, hand soap/sanitiser pumps, treatment plinth, mats and any equipment will be cleaned with soap and water, dried with a clean, disposable paper towel. They will then be disinfected with disinfectant wipes/spray and a clean, disposable paper towel.
- This will then be disposed of in the appropriate available bin.
- Carpet will be sprayed with Dettol 2 in 1 spray.
- Physiotherapist will then wash hands as per WHO guidelines.
- Where possible, doors and windows will be left open to increase ventilation.

Toilet Facilities:

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- Toilet facilities will be available to all Clients/Families.
- Toilet facilities will be cleaned in between each Client visit.
- Staff have access to a separate toilet, but do use the sink in the Client toilet, so this will be cleaned after every use.
- Hot and cold water, soap, hand sanitiser and clean, disposable paper towels will be available in the Client toilet.
- Signage is displayed to educate all on proper hand washing and hand sanitising technique. These are located next to the sink.

Closing the Clinic:

- At the end of the day, all high traffic contact surfaces, such as door handles and light switches, will be given an extra clean.
- Any PPE and/or disposable products used during the day will be double bagged and 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 ALLOW ENTRY TO THE CLINIC.

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
Director

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