



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”

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

Undertaken a risk assessment	<ul style="list-style-type: none"> • 05/06/2020 – review of processes will be done with change of Government guidance
Heightened cleaning regimes	<ul style="list-style-type: none"> • Clinic room to be cleaned between each patient – All hard surfaces plus Treatment couch, PVC pillows and changing area curtain. • Entrance area and stairs to be cleaned between each patient – All hard surfaces inc. door handles and banisters. • Washroom to be cleaned between each patient - If used by patient or practitioner. • All payment machines to be cleaned between patients. • Carpets to be steamed daily then vacuumed.
Increased protection measures	<ul style="list-style-type: none"> • Pre-screening calls 24 hours/morning before a scheduled appointment • Screening performed at appointment – Questions and temperature check • All linens and fabric furnishings removed/covered with protective film within areas accessed by patients • Cashless payments only via card machine • Staff PPE • Patients/Chaperone to wear face coverings at all times • Patients to contact practitioner on arrival and will be collected for treatment
Put in place distancing measures	<ul style="list-style-type: none"> • Patients will be staggered with minimum 30min between patients • Patients to contact practitioner before entering clinic to prevent crossover or mistakes • Patient and practitioner distancing will be increased to over 2 metres during case history taking and observation

Staff training	<ul style="list-style-type: none"> • <i>Correct hand washing technique</i> • <i>Correct cleaning technique</i> • <i>Donning/Doffing PPE safety</i>
Providing remote/ telehealth consultations	<ul style="list-style-type: none"> • <i>All patients will have telephone pre-screening call with telehealth offered</i> • <i>Follow-up/maintenance appointments available via telephone/video call if preferred</i>

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

Description of risk	Mitigating action	When introduced
Pre-screening for risk before public/patients visit the clinic	<ul style="list-style-type: none"> • <i>Triage and offer a virtual consultation in the first instance if applicable.</i> • <i>Remote triage for all patients before offering face-to-face care; specifying to not attend if symptomatic.</i> • <i>Initial case history by telephone to determine if a face to face is relevant or support can be provided by a telehealth consultation.</i> • <i>If a virtual consultation does not meet the needs of the patient:</i> <ul style="list-style-type: none"> • <i>Screening for any symptoms of COVID 19 (e.g. high temperature or a new, persistent cough) in the last 7 days</i> • <i>Screening for extremely clinically vulnerable patients</i> • <i>Screening for additional respiratory symptoms or conditions e.g. hay fever, asthmas etc</i> • <i>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</i> • <i>Have they been in contact with someone with suspected/confirmed COVID-19 in last 14 days</i> • <i>Other information provided during the pre-screening call:</i> <ul style="list-style-type: none"> • <i>Inform of the risk of face to face consultation</i> • <i>Options for telehealth</i> 	05/05/2020
Protecting patients at clinic	<ul style="list-style-type: none"> • <i>Patient to contact practitioner on arrival via phone/text</i> • <i>Before entering patient will checked for use of face covering</i> • <i>Temperature check will be made – Over 38°C – patient will be asked to rebook after symptoms have reduced – triage reassessed</i> • <i>Patient will be requested to use hand sanitiser on entry/exit</i> • <i>Patient will be escorted to and from treatment room</i> 	05/05/2020
Protecting members of staff	<ul style="list-style-type: none"> • <i>All staff confirmed not to be in contact with symptoms or in vulnerable category</i> • <i>All staff confirmed not to be in contact with a member of their household is in a vulnerable category – For</i> 	05/05/2020

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Description of risk	Mitigating action	When introduced
	<p><i>their/family protection they will remain home</i></p> <ul style="list-style-type: none"> • <i>Staff temperature to be taken before patient attendance</i> • <i>Refer also to PPE policy, see table 3 below.</i> 	
Confirmed cases of COVID 19 amongst staff or patients?	<ul style="list-style-type: none"> • <i>If a patient experiences symptoms within 2/3 days of visiting the clinic, any staff with direct contact to that individual should self-isolate for 14 days or until negative Covid-19 test.</i> • <i>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)</i> • <i>Any patients seen within 60 hours of the onset of symptoms should be informed.</i> • <i>If patient exhibits symptoms in reception, sent home immediately, reception to be aerated for 20+ minutes, reception to be re-cleaned, and further 20+ minutes aeration of entire premises.</i> • <i>All return to work processes by Public Health England will be adhered to as to the latest release</i> 	05/05/2020
Travel to and from the clinic	<ul style="list-style-type: none"> • <i>Patients will be asked to remain in their car or distance themselves from the entry and will be requested to inform the practitioner of their arrival via phone/text and will be collected by practitioner</i> 	05/05/2020
Entering and exiting the building	<ul style="list-style-type: none"> • <i>Staff clothing will be changed into onsite, and changed out of onsite with clothing being placed into a cloth bag before washing.</i> • <i>Patients will be asked not arrive early or late to give time for cleaning procedures to be completed correctly</i> • <i>Patients will be asked to remain in their car or distance themselves from the entry and will be requested to inform the practitioner of their arrival via phone/text and will be collected by practitioner</i> • <i>Patient will be requested to use hand sanitiser on entry and exit</i> • <i>Patient will be lead out of clinic by practitioner</i> 	05/05/2020
Social/physical distancing measures in place	<ul style="list-style-type: none"> • <i>Staggered appointment times of 30mins+ so that patients do not overlap</i> • <i>Only one member of staff will be present on the premises time of appointment</i> • <i>Patient and practitioner distancing will be increased to over 2 metres during case history taking and observation and at any other time possible</i> 	05/05/2020
Face to face consultations (in-clinic room)	<ul style="list-style-type: none"> • <i>Patient and practitioner distancing will be increased to over 2 metres during case history taking and observation</i> • <i>Face to face treatment techniques will be avoided if another technique is applicable</i> • <i>Only Prone/side lying techniques will be performed on upper body if other techniques applicable</i> 	05/05/2020

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

Description of risk	Mitigating action	When introduced
	<ul style="list-style-type: none"> • <i>One parent/guardian only with visits for children</i> • <i>No additional family members except if requested as a chaperone</i> • <i>How will you pre-screen chaperones and communicate the risks to them?</i> • <i>Chaperones will complete pre-screening as of patients if to attend treatment</i> 	

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
Increased sanitisation and cleaning	<ul style="list-style-type: none"> • <i>Clinic rooms – Plinth, Desk, Chairs, Door Handles, Models, Card Machine, Pens- Safe4 disinfectant – Between each patient</i> • <i>Changing Area Curtain Steamed/Washed – 1x Daily</i> • <i>Carpets Steamed – 1x Daily</i> • <i>Entrance area/stairs – Floors, door handles, hand rails - after each patient, carpet steamed daily,</i> • <i>Use of at least 60% alcohol sanitisers/wipes, using bleach-based detergents for floors - Use of paper towels to dry surfaces.</i> • <i>Remove unnecessary linen/use plastic pillowcases that can be cleaned between patients etc.</i> • <i>Door handles to be used by practitioner only unless in emergency to prevent cross contamination</i> • <i>Practitioner to wash hands and forearms before, during and after every patient.</i> • <i>Room to be aerated for min 20mins between patients</i> 	05/05/2020
Room Aeration	<ul style="list-style-type: none"> • <i>Leaving the window open and the door closed for 20 minutes after each patient</i> • <i>Removal of fans and other air-circulation mechanisms</i> 	05/05/2020
Staff hand hygiene measures	<ul style="list-style-type: none"> • <i>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</i> 	05/05/2020
Respiratory and cough hygiene	<ul style="list-style-type: none"> • <i>Provision of disposable, single-use tissues waste bins (lined and foot-operated)</i> • <i>Hand hygiene facilities available for patients, visitors, and staff</i> 	05/05/2020
Cleaning rota/regimes	<ul style="list-style-type: none"> • <i>Cleaning rota frequency increased to after every patient</i> • <i>A written record of cleaning time and by whom kept</i> 	05/05/2020

Table 3. Personal Protective Equipment: Detail here your policy for use and disposal of PPE	
Clinicians will wear the following PPE	<ul style="list-style-type: none"> • <i>Single-use nitrile gloves and plastic aprons with each patient - Gloves stored in closed-lid pedal bin, and double bagged for 3 days before disposal.</i> • <i>Fluid-resistant surgical masks TYPE IIR changed per session or on damage, moisture</i> • <i>Eye protection Changed Per session or on damage, moisture</i>
When will PPE be replaced	<ul style="list-style-type: none"> • <i>Replace gloves after touching any surface, and before touching patient.</i> • <i>When potentially contaminated, damaged, damp, or difficult to breathe through</i> • <i>At the end of a session (3 patients or 4.5 hours)</i>
Patients will be asked to wear the following PPE	<ul style="list-style-type: none"> • <i>Fluid-resistant surgical masks if respiratory symptoms e.g. from hay fever or asthma</i> • <i>Face-covering in clinical and waiting areas</i>
PPE disposal	<ul style="list-style-type: none"> • <i>Double-plastic bagged and left for 72 hours before removal, keeping away from other household/garden waste, and then placed in to normal waste for collection by local authority.</i> • <i>Cloths and cleaning wipes also bagged and disposed of with PPE</i>

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	<p><i>Detail where and how your clinic policy will be available e.g.</i></p> <ul style="list-style-type: none"> • <i>Available on request</i> • <i>Provide as part of appointment confirmation emails</i> • <i>Available on your website</i>
Information on how you have adapted practice to mitigate risk	<ul style="list-style-type: none"> • <i>Updating of website and via your social media accounts</i> • <i>Text/Email to your patient base</i>
Pre-appointment screening calls	<ul style="list-style-type: none"> • <i>24 hours/morning before a scheduled appointment</i> • <i>A clinician will call.</i>
Information for patients displayed in the clinic	<ul style="list-style-type: none"> • <i>Door notices advising anyone with symptoms not to enter the building.</i> • <i>Notices on other public health measures e.g. hand washing/sanitising</i>
Other patient communications	<ul style="list-style-type: none"> • <i>Patients will be requested to contact you if they develop symptoms and be notified that a track and trace report will be filed</i>