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| McMullan Massage Therapy | Last Updated: 2 MARCH 2022 |

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| RISK | ASSESSMENT OF RISK / ACTIONS TAKEN TO MINIMISE RISK |
| Pre-attendance at clinic | ~~Client details may be released to NHS Track and Trace for contact tracing if necessary.~~  A Covid-19 screening document will be emailed to client 24 hours ahead of the scheduled appointment time.  ~~A Government QR code is available to scan upon entry.~~ |
| Booking conditions | ~~Bookings can only be taken when there is a medical need to do so. A medical need can be described as:~~   * ~~Unbearable pain levels~~ * ~~Inability to perform activities of essential daily living (personal care, continence management, feeding etc)~~ * ~~Inability to sleep (affecting function)~~ * ~~Inability to work (for frontline workers)~~   ~~A client may wish to seek advice from a doctor ahead of booking in to assess whether treatment is appropriate.~~  ~~If a client does not seek advice from a doctor, clients will be contacted ahead of the appointment to assess whether treatment is necessary and cannot be deferred.~~  ~~Face to face treatment for conditions that will go away on their own by utilising alternative methods will not be treated at this time.~~   * A COVID client symptom/contact check will be mailed to clients on the day of the appointment   + Clients showing any COVID related symptoms must not attend. Should they need to cancel at short notice, this will not incur a penalty   Additional time between appointments will be utilised to allow for thorough cleaning/sterilisation. |
| Client attendance at clinic | ~~Clients must wait in the car and send a text message to 07793535643 upon arrival. You will be messaged when we are ready to receive you. Clients must not knock or use the door bell.~~  ~~Key workers must change out of work clothing and shower before coming to their appointment, especially NHS frontline staff.~~  Client must arrive as close as possible to appointment time.  ~~Client must leave coats / bags in car if possible (out of sight in boot).~~  ~~Clients to come alone to their appointment, unless they require a guardian/chaperone by law.~~  ~~If chaperone/guardian is present, they must also be screened.~~  ~~Therapist to don PPE\* as per NHS instructions (ensure hand washing to elbows). This will include the use of Type II Clinical Masks (BFE 98%).~~  ~~Client will be supplied with a Type II Clinical Masks (BFE 98%) Medical face Mask upon entry.~~ |
| Client entrance to premises | ~~Front door sign requesting that clients to wait in their cars ahead of appointments.~~  ~~The front door/door bell will be cleaned should this be used in error. This be done in the presence of the client so that they can witness the event.~~  All touchable surfaces to be sanitised ahead of the session.  Clients will not make use of any doors or door handles throughout the session.  ~~The therapist will open and close all doors throughout the building.~~  ~~The client will be asked to wash hands upon arrival - disposable hand cloths are available and contactless soap dispensers have been put in place.~~  Sanitiser will be supplied upon client exit. |
| Reception desk | ~~Receptionists will not be used.~~ |
| Waiting area | ~~Clients will no longer be permitted to use any waiting area inside the premises.~~  Clients arriving early to appointments must wait out side or in their cars and wait to be called in. |
| Bathroom facilities | The bathroom will be thoroughly cleaned after each client use.  Contactless soap dispensers and disposable paper towels will be available for use by the client.  If anybody else uses the bathroom between clients arriving and leaving, bathroom will be cleaned, and towel replaced where necessary. |
| Surface areas including desk, retail space and walls in clinic/reception | ~~Reception/waiting area will no longer be used.~~ |
| Client seating | ~~Fabric chairs have been removed.~~ |
| Storage of client’s belongings | Dedicated, cleaned surface/area has been created for client belongings. |
| Massage couch, linen, equipment | Nothing other than disposable couch covers will be used for each appointment and will be disposed of between appointments, outside the therapy room.  Couch will be sanitised after each use, especially around the face cradle, following product instructions, especially regarding time for effectiveness.  Any couch roll used will be changed after each client.  ~~Pillows will not be used.~~  Supports will only be used if they have a water-resistance non-porous cover and will be sterilised after each use.  Fresh linen will/must be used for each client.  The carpet has been removed and replaced with a hard floor, which will be sanitised between each appointment. |
| Following treatment | ~~PPE must be removed as per Public Health England instructions and placed into a foot operated, lined, lidded bin outside the therapy room.~~  ~~All couch roll and waste product must also be placed into a foot operated, lined, lidded bin outside the therapy room.~~  Sealed bin contents will be stored for 72 hours before putting into the non-recyclable household bin.  All materials for laundry will be washed as hot as product allows. A face mask and gloves must be worn when putting washing into machine with as little disturbance as possible.  ~~If the therapist is informed that someone they have been in contact with has Covid-19, then they must self-isolate for 14 days and follow procedures after seeking guidance from NHS Track and Trace.~~ |
| Cleansing of premises | Therapist to fully cleanse premises between clients (as listed above) including equipment, materials, doors, bathrooms, reception, furniture, flooring etc.  Therapist to allow additional time to reset the couch and replace any couch roll used.  Hospital-grade cleaning products to be used throughout clinic. |
| Ventilating clinic/practice room | Mechanical Ventilation is in place and will run throughout the duration of the appointment.  Window ventilation will be utilised between appointments. |
| Therapist’s hygiene protocols | ~~All jewellery to be removed ahead of treatments.~~  Therapist to wash hands up to elbows with soap and warm water (for at least 20 seconds) on entering clinic.  ~~Therapist will put on preferred PPE before client arrives and wear at all times when dealing with the client.~~  Drinking water only supplied in case of emergency, client must provide own.  Therapist will wash hands up to elbows with soap and warm water (for at least 20 seconds) after each client.  Therapist will wash hands up to elbows with soap and warm water (for at least 20 seconds) after cleaning practice room between clients.  ~~Therapist to put street clothes back on before leaving for home.~~  ~~Working clothing will be removed after cleaning practise room.~~  ~~All work clothes to be treated as clinic linen (see laundry procedure above) and stored accordingly until washed.~~ |
| Use of massage medium | ~~Ensure use of spatula to prevent double dipping when using waxes or creams to prevent cross contamination.~~  Use pump dispenser for oils/lotions (contact point to be cleaned regularly). |
| Personal Care | Therapist will take own temperature and screen self for symptoms twice daily.  Therapist to ensure personal care of hands given the extra hand washing and wearing of gloves. |
| Client Consultation | ~~Face-to-face consultations should be minimal, instead, carry out in advance via telephone or video conferencing.~~  New clients will be sent consultation documents and declaration forms via email prior to appointment. These will be emailed to client alongside booking confirmation and must be completed in advance. All forms are now kept online. There are no paper based alternatives.  Existing clients will be contacted prior to their appointment to check on their health and to complete a Covid-19 declaration form. Note health issues and allergies to assess suitability for session in light of PPE and Covid-19 contra-indications. This must be signed and sent back ahead of the appointment  Aftercare advice will be sent to client electronically. |
| Payment | Contactless payment methods are in place  Bank transfer options are also available |
| Covid-19 specific contra-indications/considerations | ~~Clients must not currently attend if they are deemed to be “clinically vulnerable or extremely clinically vulnerable”. The following are examples of individuals that must not attend:~~  **~~HIGH RISK~~**   * ~~Currently receiving treatments for cancer~~ * ~~Severe lung & respiratory conditions~~ * ~~Recently post-operative~~ * ~~Recently had an organ transplant~~ * ~~Recently had a bone marrow or stem cell transplant~~ * ~~Supressed immune system – and likelihood to easily develop infections~~ * ~~Pregnant – if accompanied by a serious heart condition~~ * ~~Experiencing severe post Covid-19 circulatory complications – DVT, micro-embolisms, CVA or PE~~   **~~MODERATE RISK  (Updated September 2021) are now able to attend providing clients have been double vaccinated~~**   * ~~Brain and nervous system conditions – Parkinson’s, motor neurone disease, cerebral palsy, MS~~ * ~~Clinically obese – BMI over 40~~ * ~~Aged 70 years or older – especially older males~~ * ~~Pregnant~~ * ~~Mild lung & respiratory conditions~~ * ~~Heart disease, diabetes, chronic kidney disease and liver disease~~ * ~~Those shielding vulnerable family members~~ * ~~Front-line NHS staff & carers~~ |
| Mobile Visits not allowed without medical referral | Mobile visits will not be offered as a service under any circumstance |