

COVID19 – Standard Operating Procedure

This standard operating procedure outlines the steps that Arch Clinic's landlords and management are taking following the lifting of restrictions on 19 July 2021. We aim to continue to **ensure that our volunteers, therapists and their clients all remain safe whilst the clinic is in operation and that we continue to comply with regulations in force for our sector of the industry.** The protocol is designed to ensure compliance with law, guidance and follows current standard procedures in place for use by NHS services in community settings.

By booking in clients at Arch Clinic we deem that: (a) you are clear as to how we will abide by regulations and guidance in force, (b) you agree with the measures that we have taken to protect people using the facilities and (c) you and your clients **consent to follow the procedure as outlined.**

Clients:

- Clients arriving at Arch Clinic must be **Covid-19 symptom free and not been in contact with anyone in their household or workplace with Covid-19 symptoms for at least 10 days. If possible, a lateral flow test should be taken before face to face appointments, particularly if it requires therapist and client to be within 1 metre of each other. If the test is positive, please advise your therapist, do not attend your appointment and contact the relevant details to complete NHS Track and Trace.**
- For each client, if they attend the clinic for an appointment, it implies **verbal consent to adhere to our Standard Operating Procedures and the individual therapist's operating protocols and standard infection prevention and control precautions (set at the appropriate level for the procedures undertaken)**
- Clients should be told how to access **a copy of Arch Clinic's and individual therapist's revised operating procedures at time of booking appointment** at a minimum. Gold standard will be to send a reminder to read the information prior to departing for their appointment.
- Clients **must attend Arch Clinic no more than 5 minutes before the time of their appointment** and will be met by their therapist or a volunteer who will marshal entry to the building, observe hand washing or use of sanitising facilities and explain the procedures on movement within the Clinic to ensure social distancing is maintained.
- Free Car Park facilities will be in use as normal, although we cannot be held responsible for the safety of your vehicle on our site.
- Socially distanced, seating provision will be available which will be regularly sanitised. Clients are instructed to **wash hands** as soon as they enter the clinic and on departure.
- Clients are allowed to wait inside provided they are wearing face coverings and have washed hands or used hand sanitiser before taking a seat or using any of the facilities.

- **Clients will not routinely be offered any refreshment at all. Please bring your own water or drink.**
- All clients must be asked to **prepay by bank transfer or pay by card using contactless payments** and card machines kept de-sanitised.

Therapists:

- Are asked to do a **temperature check on arrival**. They must **wear face coverings** and follow **hand hygiene procedures before entry, before and after touching the diary and interior doors** until they are safely in their consulting room.
- Must be familiar with **PPE guidelines at the correct level for their procedures** and supply their own as recommended by Public Health England. Arch Clinic will procure supplies centrally for therapists who have signed up to the 'Arch Clinic PPE scheme'.
- **Must submit the COVID 19 infection prevention and control protocol** they are following to the Therapy Centre Manager prior to practicing at Arch Clinic.
- **Therapists must have confirmation from their insurance company** that they have cover in place prior to practicing at Arch Clinic.
- **Scrubs or uniform** used by therapists who have contact with or come within 1 m from clients must be worn only in clinic and taken home at end of day in a bag, then washed according to government advice before re-use. For therapists able to maintain social distancing, clean clothing must be worn and changed before arrival if it has come into contact with other environments before or during the day.
- **Clinical waste disposal** facilities together with appropriate waste bags will be available at Arch Clinic for therapists' use – you must follow safe disposal guidance.
- **Good hand hygiene must be practised** between clients, including extension to elbow if forearms have been exposed. Therapists should not wear hand or wrist jewellery other than simple wedding band.
- **Access to the kitchen and fridge will be restricted to one person at a time.** Therapists should ensure that used cutlery and crockery is placed in the dishwasher to ensure that hygiene is strictly followed in the kitchen. Therapists may bring their own lunch and drinks in clean and hygienic containers and are asked to wash their hands before and after touching the kettle, fridge, taps etc. and other kitchen equipment or joint provisions. Food and drink containers must be removed each day.

Therapy Centre Manager and Volunteers:

- The Therapy Centre Manager and volunteers on duty will maintain and marshal to ensure that appropriate social distancing is observed between colleagues, visitors, clients and therapists on the premises. It is the therapists' responsibility to ensure that their protocols are followed and they will normally collect their clients from the reception and conduct them through to the consulting room after doing a temperature check.
- The Therapy Centre Manager will manage the central diary to ensure fire safety and monitoring of persons arriving and leaving the premises. All therapists to submit

their appointments as soon as possible and preferably no later than 12 hours in advance of the start of each clinic session so that adequate cleaning is arranged.

- The Therapy Centre Manager and Deputy Manager will monitor **safe access in the corridors and the cleaning of toilet and handwashing facilities** so that they are available and safe for therapists and clients to use.
- **Will be responsible for ensuring that doors and toilets remain clean** before allowing access to the building, hand washing facilities or consulting rooms.
- **Will wear Level 1 PPE** throughout the day and will wear gloves or if bare to the elbow, will not wear hand or wrist jewellery other than simple wedding band.

If you have any concerns or questions about this protocol please contact the Therapy Centre Manager by phone – NOT EMAIL - prior to starting your clinic on 0789 903 5870. It is essential that you have reached her and agreed a way forward before any clients arrive at the building.

References:

- Coronavirus Act 2020, published 25th March 2020 and subsequent regulations
<https://www.legislation.gov.uk/coronavirus>
- Novel coronavirus (COVID-19) standard operating procedure: Community health services Version 1 updated to reflect changes to the case definition for COVID-19 from 18 May 2020
- COVID-19:infection prevention and control guidance and updates Department of Health and Social Care (DHSC), Public Health Wales(PHW), Public Health Agency (PHA) Northern Ireland, Health Protection Scotland (HPS), Public Health Scotland, Public Health England and NHS England Published 10 January 2020 Last updated 20 October 2020
<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>
- COVID-19: personal protective equipment use for non-aerosol generating procedures Public Health England Published 10 January 2020 Last updated 21 August 2020
<https://www.gov.uk/government/publications/covid-19-personal-protective-equipment-use-for-non-aerosol-generating-procedures>
- COVID-19: personal protective equipment use for aerosol generating procedures Public Health England Published 10 January 2020 Last updated 21 August 2020
<https://www.gov.uk/government/publications/covid-19-personal-protective-equipment-use-for-aerosol-generating-procedures>
- Additional References as updated thereafter on the www.gov.uk website

If you have any questions or concerns about our Covid-19 infection prevention and control compliance, or any other health and safety issue, please contact the Therapy Centre Manager by phone on: 01425 650071 or by email on: info@archclinic.co.uk

Thank you for reading our protocol which is designed to keep everyone visiting Arch Clinic as safe as possible. We really appreciate your support.