# **Adapting practice: Infection risk assessment and mitigation guide for The Osteopaths in Glasgow, Linwood and Dalry**

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| We have assessed our practice for risks outlined and put in additional processes as detailed below | |
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| **Undertaken a risk assessment** | * May 20th 2020. |
| **Heightened cleaning regimes** | * *Replace all carpet flooring with vinyl flooring to enable easier disinfection in Linwood* * *Clinic rooms will be cleaned between in each patient. All surfaces will be wiped down with special attention paid to common areas of contact such as the treatment table, chairs and tables, door handles, light switches etc* * *Water-proof wipeable pillow covers and couch covers will be cleaned between patients* * *Treatment rooms will be deep cleaned between sessions (a session is typically 4 hours)* * *Treatment rooms will be aired for at least 20 minutes between patients* * *All work clothing/uniforms will be removed at the end of the day, placed into a disposable plastic bag and washed at the highest temperature the fabric can managed, tumble dried and ironed* * *Re-usable clinical equipment (including the Laser therapy device, thermometers, examination equipment, card machines etc) will be cleaned after every use.* * *All cleaning will be done with single use cloths and single use mop heads to prevent cross infection* * *All cleaning and clinical/paper waste will be double bagged and stored for 3 days before disposal.* * *Cleaning tools (such as brushes, mop handles etc) will be wiped down at the end of each day and stored in a closed cupboard* |
| **Increased protection measures** | * *The reception room will not be available for patients to wait. All patients will be required to wait outside until their allotted time and will be bought through to their treatment room by their practitioners. Patients and practitioners will have direct access to treatment rooms without passing through reception* * *Patients will be required to book an appointment in person over the phone. Initial screening as to whether the patient has coronavirus symptoms will take place at this stage with the use of emailed screening templates and in appointment questioning where necessary.* * *No linen will be used in the clinic.* * *Paper roll to be used to cover pillows.* * *All clinical waste will be double bagged before being stored for 3 days before disposal* * *Water-proof wipeable pillow covers and couch covers to be used.* * *All payments will be cashless (either through the website shop prior to attending or after the appointment) wherever possible* * *All practitioners will be required to wear PPE in accordance with current best practice.* * *Patients will be asked to wear a face covering and will be offered a disposable face mask and hand sanitiser before and after treatment* * *All patients will be triaged before attending the clinic to evaluate whether they are experiencing COVID-19 symptoms. If symptomatic they will be asked not to attend their appointment and will be advised to self-isolate and contact NHS 111.* |
| **Put in place distancing measures** | *.*   * *Patients will be booked with 5 minutes between each appointment to allow for cleaning and avoid patient to patient interaction* * *Receptionists will work in the clinic in Linwood. They will be provided with appropriate PPE and desk screens.* * *Patients will be escorted to and from the treatment rooms by their osteopath* * *Social distancing will be maintained in treatment rooms during the case history process.* |
| **Staff training** | * *All staff to be briefed and trained on cleaning and hygiene standards prior to return to practice including:*   + *Correct handwashing technique best practice*   + *What PPE they should be wearing and when*   + *How to Put on/remove PPE safely*   + *How to store and dispose of clinical waste* * *Staff will be briefed and trained on updated clinic policies* * *Training to be provided to receptionists to help them with initial screening for coronavirus symptoms prior to a patient booking an appointment* * *Practitioners trained on triaging patients to identify if they have coronavirus symptoms and if it is appropriate for them to have a face-to-face or online appointment. Full details are described in the practice Covid-19 Policy document* |
| **Providing remote/ telehealth consultations** | * *All patients will have telephone pre-screening call or will receive a pre-appointment screening email.* * *Initial triage will identify if the patient is suitable for a face-to-face appointment or if they should have an online consultation.* * *All practicing staff to be trained on best practice with respect to video consultations. Relevant training on clinic software will be provided as necessary* * *Follow-up/maintenance appointments available via telephone/video call, based on the clinical needs of the patient* |
|  | (Document last updated: 11/11/2020) |

| 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 | | |  |
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|  | **Description of risk** | **Mitigating action** | **When introduced** |
| **Pre-screening for risk before public/patients visit the clinic** | *Patients attending the clinic with COVID* | * *All new patients are screened over the phone if booking with the reception team. They are also sent a screening questionnaire to identify if they have any symptoms of COVID 19 with instructions as to what to do and who to contact if they have any questions.* * *All responses will be retained on the patients record.* * *Further detailed information is provided through the websites FAQ page where more detailed information can be found. Patients are signposted to this information through confirmation emails* * *If a patient attends treatment with a chaperone and the patient requests that they attend the appointment they will be screened for symptoms of COVID 19 before being allowed entry to the clinic. If they have symptoms then both chaperone and patient will be asked to return home, self-isolate and contact NHS 111.* * *If a patient is displaying symptoms of COVID 19 but still require support a virtual consultation can be provided.* * *All patients attending the clinic will have a temperature check prior to entering the clinic space. Anyone with a high forehead temperature (above 37.4 degrees C) will be asked to reschedule their appointment and to return home and to isolate in accordance with current guidance. Details of such events will be appropriately recorded* | *1/6/20* |
| Protecting members of staff | *Patients and/or staff spreading COVID within the clinic environment* | * *Training provided for all staff regarding the correct approach to screening and risk assessment for COVID 1 infections* * *Patients will be screened for COVID 19 prior to attending their appointment* * *All patients attending the clinic will have a temperature check prior to entering the clinic space. Anyone with a high forehead temperature (above 37.4 degrees C) will be asked to reschedule their appointment and to return home and to isolate in accordance with current guidance.* * *Staff to be provided with scrubs to wear which can be washed at high temperatures between appointments* * *Appropriate PPE to be available for all consultations* * *All rooms to have available disinfectant cleaning materials to allow practitioners to clean all surfaces exposed to the risk of transmission, including door handles, switches and clinical equipment* | *1/6/20* |
| Confirmed cases of COVID 19 amongst staff or patients? | *Patients and/or staff spreading COVID within the clinic environment*  *Risk of further transmission to other patients/members of the public* | * *Staff who have tested positive for SARS-CoV-2 by polymerase chain reaction (PCR) in the community or at work should self-isolate for at least 10 days after illness onset.* * *The isolation period includes the day their symptoms started (or the day their test was taken if they do not have symptoms) and the next 10 full days.* * *If, however, they have been admitted to hospital they should be isolated in hospital (or continue to self-isolate on discharge) for 14 days from their first positive PCR test result. This is because COVID-19 cases admitted to hospital will have more severe disease and are more likely to have pre-existing conditions, such as severe immunosuppression. For the same reasons, the 14-day isolation rule also applies to other (non-staff) COVID-19 cases admitted to hospital.* * *Asymptomatic staff who have not been hospitalised and have tested positive for SARS-CoV-2, should self-isolate for 10 days following their first positive PCR test.* * *All patients who may have been in contact with the staff member should be contacted and informed.*   *If a patient develops symptoms or tests positive for COVID 19*   * If the patient experiences symptoms within 2/3 days of visiting the clinic, any staff with direct contact to that individual should be informed * 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) * *Current guidance states that “If health care staff are providing direct care to a patient with COVID-19 and are wearing the correct PPE in accordance with the current IPC guidance, they will not be considered as a contact for the purposes of contact tracing and isolation. They will also not be required to self-isolate for 10 days (organisations have agreed the standards for PPE specification, fit testing and regimes of use for clinical and care activities)”.* * *All staff who come into contact with COVID-19 cases – whether or not they are protected by the use of PPE or by other factors – should remain vigilant to the possibility of contracting infection and should self-isolate immediately*[*if they develop relevant symptoms.*](https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/) | *1/6/20* |
| Travel to and from the clinic | *Patients risk exposure to those already infected with COVID* | * *Patients typically travel via personal transport to reach our clinics.* * *Off street parking is available at all our clinic centres.* * *Patients travelling to our Glasgow clinic may use public transport and are advised to follow current guidelines publcised by the Government and Transport for Scotland.* * *Patients are sent reminder emails and texts to ensure that they have the correct times for their appointments and do not travel unnecessarily.* | *1/6/20* |
| Entering and exiting the building | *Patients risk exposure to those already infected with COVID* | * *Staff are required to use the hand sanitising stations on entering and leaving the clinic and to abide by current guidance and wear a mask when moving within the building space* * *If the Landlords are required to prevent the general public from entering their buildings in Linwood or Glasgow, alternative entry/exit strategies exist for our patients to access our clinic space which will be communicated to them electronically and over the phone when they book their appointments. Instructions are also available on our website* * *Patients will be required to wait at our clinic entrance and will be called in at their appointment time* * *Appointments will be staggered to avoid patient interaction.* | *1/6/20* |
| Reception and common areas | *Patients and/or staff spreading COVID within the clinic environment*  *Risk of further transmission to other patients/members of the public* | * *Patients will be sent full details of their appointment with information about what steps we have introduced to protect them and instructions about attending their appointment* * *Patients will be expected to arrive for their appointments at their allotted time as the waiting area will not be available for them to use* * *Receptionists working in reception (if at tier 3 or lower) will maintain a 2 meter distance at all times. A screen has been installed to minimise exposure when a patient is in reception.* * *Receptionists will wear a mask at all times* * *Hand sanitiser will be available in the reception area and patients will be asked to clean their hands as appropriate* * *Receptionists will clean all contact surfaces and door handles between patients* * *Patients will be given the option to re-book appointments online or in person.* * *Patients will be encouraged to use contactless payment instead of cash and will be directed to make payment in advance through the clinic appointment system.* * *Signage will be used to inform which practitioner is working in each treatment room.* * *Instructions for patients waiting for their appointments will also be communicated using door posters.* * *If a patient is unable to stand for any length of time a cleanable chair will be provided, and this will be sterilised after each use.* * *If in tier 4 receptionists will work virtually from home* | *1/6/20* |
| Social/physical distancing measures in place | *Risk of further transmission to other patients/members of the public* | * *Staggered appointment times so that patients do not overlap in reception* * *15-minute spacing between appointments to allow for cleaning, room hygiene and administration.* * *Patients will be expected to wait outside the clinic until their appointment time* | *1/6/20* |
| Face to face consultations (in-clinic room) | *Risk of infection between patients and practitioners during the consultation* | * *Case history taking will take place with a minimum of 2 metres between practitioner and patient.* * *Patients will be required to wear a mask at all times unless medically exempt* * *Visors will be worn whenever close contact with the patient is required* * *One parent/guardian only with visits for children* * *No additional family members except if requested as a chaperone* * *Patients will be asked to ensure that if they are attending with a chaperone that they have reviewed the screening questions and that they have answered negatively* * *Chaperones will be further screened prior to entry to the clinic room and their temperature will be taken* | *1/6/20* |

| Table 2b Hygiene measures  We have assessed the following areas of risk in our practice and put in place the following heightened hygiene measures | | | |
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|  | **Description of risk** | **Mitigating action** | **When introduced** |
| Increased sanitisation and cleaning | *Risk of contamination within the treatment room allowing further spread of COVID to others* | * *Clinic rooms - plinths, desk, door handles, equipment chairs and other points of contact for patients will be cleaned between each appointment* * *Reception surfaces, doors and door handles, chairs, card machines will be cleaned between each appointment as appropriate.* * *Use of at least 60% alcohol sanitisers/wipes and bleach-based detergents or antiviral/antibacterial cleaner for floors and other surfaces.*   *Actions to minimise the number of surfaces requiring cleaning*   * *All linen to be removed in the clinic and replaced with plastic plinth covers and pillowcases plastic pillowcases that can be cleaned between patients.* * *Patients will be invited to bring towels or modesty blankets with them to use as appropriate* * *Any extraneous items in the treatment rooms and reception areas (Such as plants, magazines etc) will be removed to limit the risk of cross infection* | *1/6/20* |
| Aeration of rooms | *Risk of contamination within the treatment room allowing further spread of COVID to others* | * *clinic room doors will be left open for at least 15 minutes between patients* * *All internal doors left open at the end of each day to allow for aeration* * *Common/reception areas aerated by opening doors during when the clinic is open as appropriate. If unmanned the reception door will be closed* | *1/6/20* |
| Staff hand hygiene measures | *Risk of further transmission to the practitioner and other patients/members of the public* | * *Bare below the elbow/hand washing before and after patients with soap and water for at least 20 seconds, including forearms / use of gloves* * *All staff will have access to hand sanitiser at all times and will be required to make use of the sanitiser routinely to minimise the risk of infection/transmission* * *All practitioners will wear disposable gloves throughout patient appointments as part of their PPE* | *1/6/20* |
| Respiratory and cough hygiene |  | * *Provision of disposable, single-use tissues and waste bins (lined and foot-operated)* * *Hand hygiene facilities available for patients, visitors, and staff* | *1/6/20* |
| Cleaning rota/regimes | *Risk of further transmission to the practitioner and other patients/members of the public* | * *Practitioners will clean their treatment rooms between each patient, focussing on common patient contact points such as chairs, treatment tables, door handles and any equipment used during treatment* * *Reception area cleaning (desk, phone, keyboard, card payment machines) will be wiped clean using sterilising wipes between each use.* * *All floors will be cleaned at the end of each day using a proprietorial bleach based cleaner.* * *All washrooms/toilets are maintained by the building management and are cleaned at the end of each day.* | *1/6/20* |

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| Table 3. Personal Protective Equipment: Detail here your policy for use and disposal of PPE | |
| Clinicians will wear the following PPE | * *Single-use gloves and plastic aprons with each patient* * *Fluid-resistant surgical masks (or higher grade) with each patient.* * *Visors will be available for all clinicians as eye protection from droplet spread, when performing potential aerosol generating techniques such as thoracic manipulations or intraoral work* |
| When will PPE be replaced | * *After each patient appointment PPE (gloves and aprons) will be disposed of in bins provided.* * *When potentially contaminated, damaged, damp, or difficult to breathe through* * *At the end of a session (4 hours) practitioners will be required to use a new mask* |
| Reception staff will wear the following PPE | * *Fluid resistant surgical masks for those in direct contact with patients and gloves as appropriate* * *Perspex desk Screen installed in the reception area.* |
| Patients will be asked to wear the following PPE | * *Patients will be required to wear face coverings at all times prior to entering the clinic, unless medically exempt.* * *Patients with respiratory symptoms would normally be required to wear a fluid-resistant surgical* * *Face-coverings in clinical and waiting areas are to be worn at all times* |
| PPE disposal | * *Double-plastic bagged and left for 72 hours before removal, keeping away from other household/garden waste, and then this can be placed in the normal waste for collection.* * *Cloths and cleaning wipes will be bagged and disposed of with PPE* |

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| 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 | * *A short summary will be provided as part of appointment confirmation emails* * *The FAQ section of our website will have specific elements dedicated to answering patient questions about what we are doing to mitigate for COVID 19* * *Our COVID 19 policy and risk analysis is published on our website* * *Clinic policies will be updated as necessary to ensure compliance with any new guidelines.* |
| Information on how you have adapted practice to mitigate risk | * *Updating of website through our FAQ page and our COVID policy and risk assessment, and via your social media accounts* * *All patients have been sent an email detailing our changes to practice and how they can access care, what to expect and who to speak to if they have any questions or concerns* * *Patients who are screening or at high risk will not normally be seen face-to-face unless it is clinically urgent* |
| Pre-appointment screening calls | * *Receptionists will contact patients prior to attending to confirm their appointment and to check if they are displaying any COVID symptoms. Training regarding the screening questions will be provided by a senior practitioner.* * *New patients will also be sent a COVID screening email prior to their appointment that they are required to complete.* |
| Information for patients displayed in the clinic | * *Door notices advising patients to wait prior t their appointments will be displayed* * *Notices on other public health measures e.g. hand washing/sanitising/Catch-it, bin it kill will also be displayed in all the clinics* |
| Other patient communications | * *All steps taken to protect patients and staff have been communicated to patients in an e-newsletter. Further updates will be shared in regular newsletters sent out on a bi-monthly basis.* * *Patients are advised in appointment reminders to contact the practice if they display any COVID symptoms after consultation so that we are able to take appropriate action.* |