

Our Response To The Covid-19 Outbreak

As a responsible Company, we have kept aligned with Government & PHE guidelines throughout the Covid-19 pandemic.

At every stage, from when the first case was announced in the UK, through the lockdown and up to today where we are now open for osteopathy and podiatry, we have kept abreast of the various guidance from central Government, our regulatory bodies and Health & Safety advisors by implementing or going beyond the necessary adaptations in order to keep our employees, practitioners and you safe through this difficult time. We are committed to being at the forefront of our respective fields and shall endeavour to be the absolute best we can possibly be.

Whilst we are by no means operating as normal, we are now accepting appointments for Osteopathic and Podiatry patients only. We hope to extend our services to include reflexology, homeopathy and massage in July so do check our Covid-19 section regularly for updates. If you would like us to get in touch when a specific therapy restarts, please call or email us using the 'contact us' page.

Our practitioners continue to operate within strict parameters and so all patients are triaged and screened to ensure it will be safe for them to attend for a face to face consultation, initially this is done on booking in but there will be other occasions should you need to attend for an appointment. We are also offering the alternative of telephone advice if you would rather stay away or if you belong to a vulnerable category or if you have been advised to shield. Please note telephone advice calls are there to help you to manage your situation if possible but if you are in pain or are unable to cope, face to face consultations are as safe as we can possibly make them – for more information on the steps we have and continue to take please keep reading.

Our Actions Since The Shutdown

In common with most other businesses and clinics, we closed our doors to face to face consultations on the 23rd March after the Prime Minister's announcement that evening. We had already taken strong steps to manage the risk of infection and during the shutdown we have made some additional changes to our practice and how we operate so that we have been able to reopen.

Because of this there are some changes you will notice when you come to visit us:

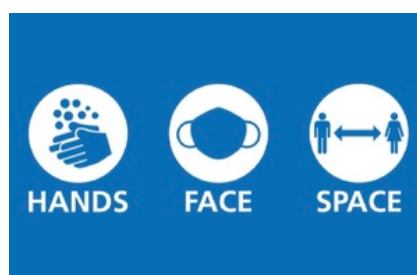
- All soft furnishings, fabric covers, towels and cushions have been removed and replaced with either disposable paper coverings or hand towels or with replacements that are able to be disinfected between uses including stools, couches, and head cushions
- We have installed a secure access procedure and all patients and staff are required to sanitise their hands before entering the clinic, having removed any gloves already worn. You may also be asked to undertake additional hand cleaning/sanitizing throughout your visit
- We have removed all magazines, toys, fans, and additional furniture to reduce the surfaces where contamination may occur
- We have deep cleaned the entire building and its contents and have increased the frequency of our cleaning regimes including regular disinfection of commonly touched surfaces such as the doorbell, door handles, banisters, surfaces, and door edgings
- We have stopped accepting all forms of payment other than contactless card purchases, where the total exceeds the contactless threshold, we are disinfecting the card machine before and after each use

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- We require all patients to wear face coverings inside the building unless they are unable to do so, if this is the case please be prepared to be asked about it prior to entry
- We have increased the time between patients or have introduced a split room procedure to minimize the opportunities for patients to interact with other patients and to allow the necessary time to disinfect and aerate the treatment rooms
- We have risk assessed every step of the worker, practitioner and patient journey and have made numerous changes to our internal procedures and have implemented key infection control processes through our Covid-19 risk assessments and method statements (RAMS) which are available for inspection on request
- Our practitioners have sourced appropriate PPE including face masks, gloves, and disposable aprons to make their interactions with patients as safe as possible for all involved. This has been done in conjunction with the Public Health England guidelines and the respective Regulatory Bodies to limit any possible effect on the needs of PPE for the NHS in the UK
- We will ask specific screening questions of all patients booking an appointment and these will be augmented by additional screening prior to admission. Patients will be fully consented and made aware of the risks posed by face to face consultations and may be asked to sign a disclaimer to show they have been consented and have made an informed decision to receive treatment on that occasion
- Other key changes:
 - Patients are asked to attend alone unless that patient is a child where a single parent or guardian may accompany them throughout their treatment. If a patient requires a chaperone this must be notified to reception on booking as accompanying persons will not be admitted to ensure social distancing requirements
 - Our reception area is closed, and no waiting is allowed. Patients are asked to attend **at the time of their appointment** and no earlier. When the session is over, they must leave straight away, if waiting to be collected we are sorry, but you must wait outside. This is to maintain social distancing and to protect our reception staff from viral loading
 - Patients attending for an appointment will have to sound the doorbell and wait to be admitted. Please maintain social distancing whilst waiting and step back from the door when answered as you will need to be screened before entry
 - You will then be asked to remove any gloves and sanitise your hands before being taken to your treatment rooms by your practitioner
 - Our toilet and baby changing facilities remain closed to all patients
 - Food and drink are not to be consumed on the premises (staff are permitted a drink at their workstation but not in treatment rooms)

By making these changes and by taking the necessary steps to make our clinic a safe place during the pandemic

Thank you for helping us keep our staff, practitioners, patients, and the community safe



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