



Infection Prevention and Control (IPC) Policy
Coronavirus (Covid-19)



Purpose

The purpose of this policy is to:

- Ensure that MBS Therapies operate and communicate their implemented Infection Prevention and Control (IPC) measures required to minimise the spread of infection.
- Meet requirements in relation to the COVID-19 Pandemic
- Comply with government, governing body, and local guidance.

Objectives

The objectives of this policy are to:

- Provide information and direction to customers and visitors on infection control and prevention practices
- Reduce the risk of infection to staff, customers, and visitors to the lowest practicable levels
- Comply with national and local guidance and specialist evidence-based practice/guidance.

Roles & Responsibilities

<p>Alison Sheff – Proprietor & Therapist</p>	<ul style="list-style-type: none"> • Supplying facilitates for effective hand decontamination and appropriate Personal Protective Equipment (PPE) to prevent and reduce risk. • Undertaking, updating, and monitoring infection prevention and control policy and procedures in accordance with current and updated legislation and guidelines • Customer management and advice as appropriate • Maintaining standards of environmental cleanliness • Maintaining high standards of personal hygiene • Maintaining high standards in therapy delivery hygiene
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Who this policy applies to

Infection Prevention and Control practices require the commitment and involvement of Therapists, customers, and any visitors into the therapy areas.

Policy

Infection prevention and control (IPC) standards are essential to ensure that those using MBS Therapies services do so in a safe environment and way. Effective prevention and control of infection will be part of everyday practice and be applied and enforced consistently.

MBS Therapies are committed to meeting updated government guidelines and for ensuring that high standards of infection prevention and control are implemented and maintained as communicated.

Training

Infection Control and Prevention training will be ongoing including updates covering Covid-19. These will continue to be reviewed and updated as more becomes known about the virus.

Policy Related documents

Reference	Version	Title
IPC 1A	2	Customer COVID-19 Information Leaflet
IPC 1B	1	Operating Process – Therapy Centre
IPC 1C	1	Operating Process – Mobile Appointments
IPC 1D	1	Pre-Appointment Assessment
Appendix 1	1	Handwashing Protocol
Appendix 2	1	PPE Donning & Doffing Protocol
Appendix 3	1	Cleaning Protocol
Appendix 4	1	Linen (Laundry) Management

Revision of this document

This policy and associated process documents will be reviewed quarterly and updated as required.

References

[World Health Organisations Guidance for Schools, workplaces, and institutions](#)

[Government & Public Health England Guidance, Advice and Support for Coronavirus \(Covid-19\)](#)

[Our plans to rebuild – The UK Government’s Covid-19 Recovery Strategy](#)

[NHS UK How to wash your hands](#)

[Complementary & Natural Healthcare Council \(CNHC\) Advice to Registrants](#)

[Skills for Health](#)

IPC 1A Customer COVID-19 Information Leaflet V2

Background to the Covid-19 Pandemic

Coronavirus (SARS-CoV-2) the newly identified severe acute respiratory syndrome, caused by the novel coronavirus (COVID-19) was declared as a pandemic by the World Health Organisation on 11th March 2020

*How is Coronavirus spread?

It is currently understood that COVID-19 spreads from person to person mainly through the respiratory tract. Most commonly this is through human contact and inhalation of airborne particles. However, it has been shown that the virus can survive for 24 hours on cardboard and for three days on stainless steel and plastic and individuals have become infected from touching contaminated surfaces and then it coming into contact with their respiratory tract (touching their eyes, nose or mouth).

Many of those that have tested positive for COVID-19 have presented with a variety of symptoms. Infected people can spread this virus even if they do not have any symptoms. You are more likely to catch the infection if:

- you live in, or have travelled to, an area where COVID-19 has been reported
- you have been in close contact with someone who has COVID-19
- you have a compromised/weak immune system
- you are older

What are the symptoms

It is believed that people can have the virus for up to 14 days without having any symptoms. This time before symptoms develop is called the incubation period. Most people who catch COVID-19 will have an illness like a bad cold or flu. Some people will have a more severe illness, like pneumonia. You are more likely to have a severe illness if you are older, if you smoke, or if you have certain other health problems.

**The main common symptoms of COVID-19 are:

- Fever (temperature over 37.8°)
- A new persistent cough
- Shortness of breath (Dyspnoea)
- Dizziness
- Diarrhoea
- Aches, pains, and weakness
- Loss of sense of smell and taste (Anosmia)
- Sore throat
- Blocked on runny nose

MBS Therapies have implemented updated Infection Prevention and Control measures in line with the World Health Organisation and Industry Body guidelines for Covid-19.

We respectfully ask that you familiarise yourself with our new Practice Operating Policy (IPC1B) and that you **DO NOT** attend your appointment if you have any COVID-19 symptoms or have been in contact with someone known to have or that are exhibiting symptoms of COVID-19. If you are in anyway unsure, then please call to discuss.

Please contact us at earliest possibility so we can reschedule your appointment

*Virus information taken from the British Medical Journal Patient Information May 2020

**WHO Int Global surveillance for human infection with COVID 19

IPC 1B Operating Process – Therapy Centre

Please read the following before attending your next appointment at MBS Therapies.

Ensuring the health, safety and welfare of staff, visitors and customers is our priority. Due to the COVID-19 pandemic, strict guidelines have been issued by the government and we must adhere to strict hygiene routines in between each customer, ensure social distancing as far as possible and use appropriate PPE to minimise risk to the spread of COVID-19. These changes are listed below for you.

1. All customers must complete the pre appointment risk assessment before attending any appointments. This will be done prior to attending your appointment. If you feel unwell at any time before your scheduled appointment, please telephone MBS Therapies to cancel and seek medical advice.
2. On arriving at MBS Therapies, please park and wait to be called in for your appointment. Please try to arrive for your allotted time only, parking is minimal at the site, and all appointments are being staggered to ensure there is no cross over and to allow for the necessary cleaning protocols to happen.
3. In line with government guidance for wearing face coverings in enclosed spaces, please ensure you are wearing a face covering or mask when you attend for your appointment. We can supply a disposable mask, but there will be a small fee charged for these should you forget to bring one.
4. Alison will come outside to welcome you in and will be wearing fresh PPE. You will then be asked to use the hand gel as you enter. This helps to reduce potential points of contact.
5. Cashless payment is requested wherever possible
6. All linen will be changed, and strict cleaning protocols will follow each appointment, as well as ventilating the room for 15 minutes in between customers in line with guidelines. Please understand that if you arrive late, your appointment will still finish at the allotted time to allow these measures to be met.
7. In line with guidance, Alison will be wearing PPE. This will include gloves (up to the point of the therapy starting), facemask and plastic apron.
8. If you start to show symptoms of COVID-19 within 3 days following your appointment, you **MUST** contact us to enable us to react accordingly. There is no shame in this, we must help the Government "Track and Trace".

Should you have any concerns regarding the above, please get in contact to discuss this with us further. We fully appreciate that these testing times for us all. We look forward to seeing you very soon.

IPC 1C Operating Process – Mobile

Please read the following before booking your next mobile appointment with MBS Therapies.

Ensuring the health, safety and welfare of staff and customers is our priority. Due to the COVID-19 pandemic, strict guidelines have been issued by the government and we must adhere to strict hygiene routines and mobile therapists are still duty bound to ensure social distancing as far as possible and use appropriate PPE to minimise risk to the spread of COVID-19. changes are listed below for you.

1. All customers must complete the pre appointment risk assessment before any mobile appointments will be undertaken. If you feel unwell at any time before your scheduled appointment, please telephone MBS Therapies to cancel and seek medical advice.
2. Please ensure only members of your permanent household are present at the time of your appointment. It is requested that you undertake your appointment in a room where only you and the therapist are present and where possible, with the space well ventilated.
3. In line with government guidance for wearing face coverings in enclosed spaces, please ensure you are wearing a face covering or mask when we arrive for your appointment. We can supply you with disposable mask, but there will be a small fee charged for these.
4. In line with guidance, Alison will put on fresh PPE before entering your premises and during set up of any equipment which will be cleaned prior to use. Alison will remove gloves and gel her hands prior to the session starting. You will then be asked to use wash/gel your hands before starting. This helps to reduce potential points of contact.
5. Cashless payment is requested wherever possible
6. All linen will be brought in a clean plastic bag, this will be used to remove any dirty linen for laundering after the treatment.
7. Any used PPE and cleaning waste will be put in a black bag and disposed of in your external waste bin
8. If you start to show symptoms of COVID-19 within 3 days following your appointment, you **MUST** contact us to enable us to react accordingly. There is no shame in this, we must help the Government "Track and Trace".

Should you have any concerns regarding the above, please get in contact to discuss this with us further. We fully appreciate that these testing times for us all. We look forward to seeing you very soon.

IPC 1D Pre-appointment Risk Assessment

Government guidelines for allowing customers to receive what is deemed as 'non-essential' therapies will be based on the published risk system.

High Risk (clinically extremely vulnerable)

Customers that fall into the **high risk** category **will not be able to book and attend** until Government guidance confirms it is safe to see them.

People at high risk from coronavirus include people who:

- have had an organ transplant
- are having chemotherapy or antibody treatment for cancer, including immunotherapy
- are having an intense course of radiotherapy (radical radiotherapy) for lung cancer
- are having targeted cancer treatments that can affect the immune system (such as protein kinase inhibitors or PARP inhibitors)
- have blood or bone marrow cancer (such as leukaemia, lymphoma or myeloma)
- have had a bone marrow or stem cell transplant in the past 6 months, or are still taking immunosuppressant medicine
- have been told by a doctor they you have a severe lung condition (such as cystic fibrosis, severe asthma or severe COPD)
- have a condition that means they have a very high risk of getting infections (such as SCID or sickle cell)
- are taking medicine that makes them much more likely to get infections (such as high doses of steroids or immunosuppressant medicine)
- have a serious heart condition and are pregnant

Information:

If you are at high risk from coronavirus, you should have received a letter from the NHS.

Moderate Risk (clinically vulnerable)

Customers that fall into the **moderate risk** category will be subject to an individual assessment and subject to the individual's assessment and the overall benefits of attending and having the therapy.

People at moderate risk from coronavirus include people who:

- are 70 or older
- are pregnant
- have a lung condition that's not severe (such as asthma, COPD, emphysema or bronchitis)
- have heart disease (such as heart failure)
- have diabetes
- have chronic kidney disease
- have liver disease (such as hepatitis)
- have a condition affecting the brain or nerves (such as Parkinson's disease, motor neurone disease, multiple sclerosis or cerebral palsy)
- have a condition that means they have a high risk of getting infections
- are taking medicine that can affect the immune system (such as low doses of steroids)
- are very obese (a BMI of 40 or above)

All customers will be asked the following questions prior to attending their appointment

Question:	Patient Response:	Practice Response:
1. Are you in the High Risk (clinically extremely vulnerable) category or live with someone that falls into this category?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes, we are unable to attend appointments until Government guidelines permit it for this group. Updated details can be found here
2. Are you in the Moderate Risk (clinically vulnerable) category or live with someone that falls into this category?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes, you are very welcome to attend for an appointment, but you must appreciate that we are also seeing customers who have not self-isolated. But be assured we have installed stringent sanitising protocols to protect customers
3. Have you had, or been suspected of having had COVID-19?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes, have more than 14 days passed with no symptoms. Consider overall health in relation to therapy e.g. clots
4. Have you had close contact with or cared for anyone diagnosed with COVID-19 within the last 14 days?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes, please rebook your appointment after the 14-day period and if no symptoms of COVID-19 shown
5. Have you experienced any cold or flu-like symptoms in the last 14 days (to include fever, cough, sore throat, respiratory illness, difficulty breathing, sudden loss of taste or smell, extreme fatigue)?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If "YES", please rebook your appointment after the 14-day period and if you show no symptoms of COVID-19. Visit the NHS site for guidance
6. Are you currently awaiting results of a COVID-19 test?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If "YES", please rebook your appointment when your results confirm -ve", or you have isolated for 14 days since a +ve test and show no symptoms of COVID-19
7. Have you travelled abroad in the last 14 days?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If "YES", please contact us for an appointment once the 14-day self-isolation period has expired and if you show no symptoms of COVID-19.
8. Will you be attending with a chaperone?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If "YES", chaperone will be subject to the same screening procedures and will need to wait outside, unless parent/guardian accompanying a minor

Form to be completed over the phone or online using link that will be sent 48 hours prior to booked appointment.

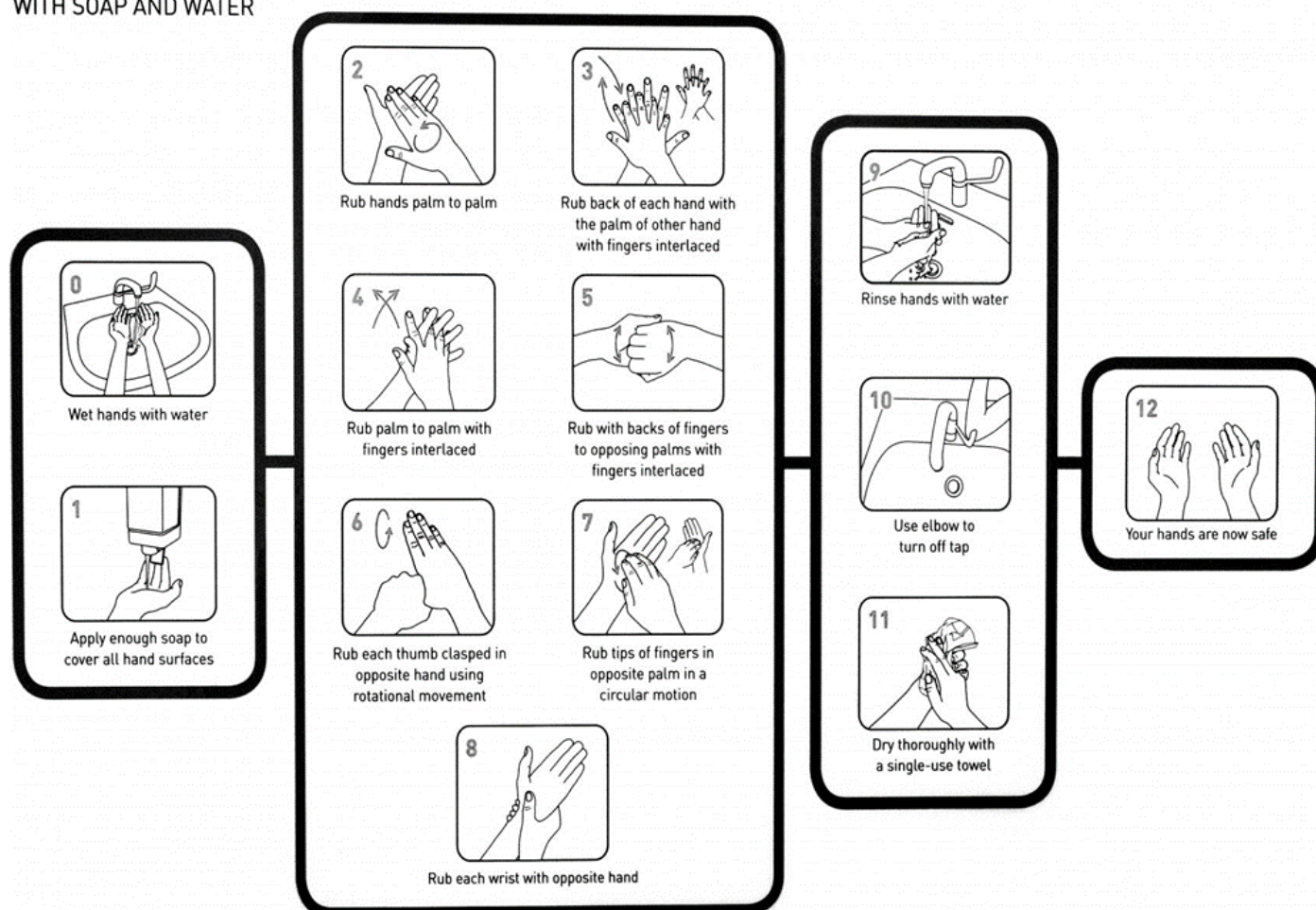
Appendix 1 Handwashing Protocol V1

Hands are to be washed regularly for a minimum of 20 seconds.

- Hand hygiene includes either cleansing hands with an alcohol-based hand rub or with soap and water;
- Alcohol-based hand rubs only if hands are not visibly soiled;
- Wash hands with soap and water when they are visibly soiled.

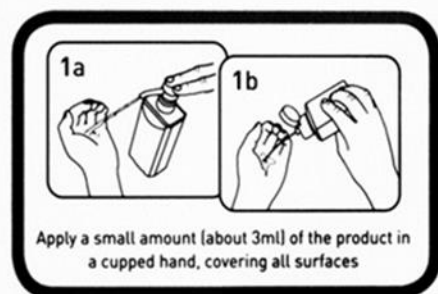
How to handwash?

WITH SOAP AND WATER



How to handrub?

WITH ALCOHOL HANDRUB



Appendix 2 PPE Doffing & Donning Protocol V1

The order in which PPE is put on (donning) or removed (doffing) is essential for protecting yourself and preventing the spread of any possible contaminants or fluids.

1. The following is the correct sequence for donning your PPE:

- a. Apron / Gown; (Ah.....)
- b. Mask or respirator; (My.....)
- c. Goggles or face shields; (God.....)
- d. Gloves. (Gloves!)





Putting on personal protective equipment (PPE) for non-aerosol generating procedures (AGPs)*

Please see donning and doffing video to support this guidance: https://youtu.be/-GncQ_ed-9w

Pre-donning instructions:

- Ensure healthcare worker hydrated
- Remove jewellery
- Tie hair back
- Check PPE in the correct size is available

<p>1 Perform hand hygiene before putting on PPE.</p> 	<p>2 Put on apron and tie at waist.</p> 	<p>3 Put on facemask – position upper straps on the crown of your head, lower strap at nape of neck.</p> 
<p>4 With both hands, mould the metal strap over the bridge of your nose.</p> 	<p>5 Don eye protection if required.</p> 	<p>6 Put on gloves.</p> 

*For the PPE guide for AGPs please see: www.gov.uk/government/publications/covid-19-personal-protective-equipment-use-for-aerosol-generating-procedures

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Public Health
England

Taking off personal protective equipment (PPE) for non-aerosol generating procedures (AGPs)*

Please see donning and doffing video to support this guidance: https://youtu.be/-GncQ_ed-9w

• PPE should be removed in an order that minimises the risk of self-contamination

• Gloves, aprons (and eye protection if used) should be taken off in the patient's room or cohort area

1 Remove gloves. Grasp the outside of glove with the opposite gloved hand; peel off. Hold the removed glove in the remaining gloved hand.



Slide the fingers of the un-gloved hand under the remaining glove at the wrist. Peel the remaining glove off over the first glove and discard.



2 Clean hands.



3 Apron. Unfasten or break apron ties at the neck and let the apron fold down on itself.



Break ties at waist and fold apron in on itself – do not touch the outside – this will be contaminated. Discard.



4 Remove eye protection if worn. Use both hands to handle the straps by pulling away from face and discard.



5 Clean hands.



6 Remove facemask once your clinical work is completed. Untie or break bottom ties, followed by top ties or elastic, and remove by handling the ties only. Lean forward slightly. Discard. DO NOT reuse once removed.



7 Clean hands with soap and water.



*For the PPE guide for AGPs please see: www.gov.uk/government/publications/covid-19-personal-protective-equipment-use-for-aerosol-generating-procedures

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Appendix 3 Cleaning Protocol V1

The Therapy room will be thoroughly cleaned between customers and at the end of every day.

Therapy Room Cleaning Protocol

Between each customer:

- Couch cover, pillows and bolster will be cleaned down and fresh clean cotton sarong and disposable fluid resistant cover applied for the next customer.
- All hard surfaces will be cleaned and sanitised using appropriate antibacterial and anti-virus cleaner and disposable bed roll as must anything not listed that the patient has touched:
 - All door handles (internal and external),
 - Light switches,
 - Sanitary fittings,
 - Payment terminal
 - Furniture (arms particularly),
 - Reusable equipment,
 - Wipeable treatment couch cover, wipeable pillowcases & bolsters.
 - Any other touch points
- Single use items, cleaning waste and PPE will be disposed of in dedicated waste bin double bagged with black plastic bags.
- All items to be laundered, will be sealed into laundry bags, washed at 60° on their own and then tumble dried.

At the end of each day:

- The above routine will be undertaken along with cleaning of all floors, keyboard, medium containers and trolley

Mobile Treatment Cleaning Protocol

Mobile equipment will be thoroughly cleaned between customers and at the end of every day before being stored.

- Where mobile couch/chair are used couch, waterproof pillows and bolster will be cleaned down using appropriate antibacterial and anti-virus cleaner prior use and then again post treatment prior to replacement into transportation bag/s
- Equipment transportation bags will be wiped down before being placed into vehicle to transportation
- Single use items, cleaning waste and PPE will be sealed into a black plastic bag and disposed of by way of the customers standard waste bin.
- All items to be laundered, will be sealed into laundry bags, washed at 60° on their own and then tumble dried

Appendix 4 Linen (Laundry) Management V1

All used linen will be handled inside the therapy area and sealed into white disposable plastic bags following use.

- PPE will be worn to place then linen into bages for washing and when removing from the laundry to place directly into the washing machine to wash at 60°C and tumble drying

Uniforms / Clothing

The appropriate use of PPE will protect any uniform from contamination in most circumstances.

Uniforms will not be worn to work, a clean fresh uniform will be put work each day and put on after arriving at the therapy room.

At the end of the day all uniform will be transported home in a disposable plastic bag, laundered at 60°C, separately to other linens and tumble dried. Dirty linen bags will be disposed of into the standard waste stream.