**Precautions taken to safeguard TW12 Physio and Pilates, the clinic & the patient**

**Patient information**

All patients will have telephonic/online triage and COVID-19 screening before being offered face to face appointments. Subsequent COVID-19 screening will take place prior to every face-to-face appointment.

If able, please wear a face mask/covering throughout the duration of your home visit/time in the clinic.

Payments to be made via debit/credit card or bank electronic transfers. Invoices will be sent to you electronically after booking your face-to-face appointment over the phone. If you do not have access to online banking, please let me know so alternative arrangements can be made.

All follow up appointments will be arranged via telephone or email.

Should you develop any symptoms within 2 days of the treatment, please inform me as soon as possible on 0745 336 5211.

Please attend the clinic alone. If this is not possible, the person attending with you will be required to complete the COVID-19 screening questionnaire. Consent for the sharing of their details with the NHS Test and Trace team will also be required.

Without taking risks, please try to be on time (earliest 5 minutes early) for your appointment. On arrival, please call/text 07453365211 so I can meet you at the door (to avoid you touching the front door).

Please wash your hands before attending the clinic and use the sanitiser provided as you enter and leave the clinic.

Please try to avoid using the clinic toilet. If you do, let me know so I can clean it appropriately before the next patient enters the clinic.

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Linen and towels will not be provided during treatment. Please bring your own towel to make sure you are warm enough during the treatment as the window will be open to ensure ventilation.

Please try to minimise the number of personal belongings brought into the clinic. Place all personal belongings onto the chair in the treatment room. This is disinfected and cleaned after every patient.

Please dispose of any tissues, disposable masks etc into the pedal bin provided in the treatment room. Non-disposable masks should be placed into a plastic bag within your handbag to avoid contamination.

Please avoid touching anything in the clinic and disinfect your hands after using anything

**Self - Hygiene precautions taken by TW12 Physio and Pilates**

Disposable mask, apron, gloves will be worn during every face-to-face appointment. A visor may be work on some occasions.

Gloves and aprons will be changed after every patient.

Face masks, gloves and aprons will be bagged and then placed in a disposable rubbish bag (double bagged). Rubbish bags will be left for 72 hours before being disposed of in the usual external household bin for non-recyclable waste.

Hands and forearms will be washed before and after every patient for at least 20 seconds. In the case of a home visit, alcohol gel will be used before and after every patient. The practitioner will be following a bare below the elbows dress code. Hair will be tied back to avoid it falling over the face.

If I, Nicole Pitman, develop any COVID-19 symptoms, I will inform all patients whom I have been in contact with over the last 2 weeks and ask them to self-isolate.

**Clinic Management**

The clinic has been, and will continue to be, deep cleaned and disinfected on a regular basis. Disposable paper tissue is in use to allow for appropriate cleaning of treatment couches after every patient.

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Appointment times have been amended and staggered to allow for rooms and communal areas to be appropriately cleaned & ventilated and to avoid patient to patient contact.

All magazines, flyers, books and decorations have been removed from the clinic.

Consultation rooms have been re-arranged to try allow for as much social distancing as possible during the appointment.

All linen has been removed and cushions are wipeable. If disposable cushion covers are in use they are changed after every patient.

After every patient, all surfaces and areas that may have been touched are disinfected & the treatment room is appropriately ventilated.

**Cleaning & disinfecting the clinic**

Surfaces that are frequently touched will be disinfected between each patient. Including the treatment couch, pillows, doorknobs, switches, chairs, taps, soap distributor, toilet flush, toilet seats, window handles etc.

Surfaces contaminated by droplets will be washed with disinfectant. Including tables, desk, floor etc.

Disposable materials i.e. face masks, aprons, gloves and paper tissue will be disposed of in pedal bins, double bagged and left for 72 hours before final disposal.

Devices and instruments including reflex hammers etc will be disinfected after every use.

To maintain low concentration of aerosols in the air, windows will remain open throughout the duration of the consultation. Doors to clinic rooms will remain open when rooms are not in use.

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