

## INFORMATION FOR CLIENTS – PROCEDURES IN CLINIC

The UK Government class **Sports Therapists** in England as **Healthcare Professionals** and have authorised us to continue working subject to stringent Health and Safety guidelines.

### Hands-On Treatments are available for Sports Therapy and Massage

To limit the risk of Covid transmission there have been a few changes made to the process both before and during each session, to help ensure our mutual safety and that of my clients and family.

- **Video / Phone Consultation – 10 minutes** (all clients)
- **Hands On Treatment Time – up to 45 minutes** (to limit risk of viral load in an enclosed space)
- **Aftercare Advice** – free for all clients via e-mail or WhatsApp
- **Ventilation / Sanitisation / Cleaning Clinic / Change PPE – 30 minutes** between clients

**£45** – First Visit (NEW clients)

**£40** – Follow Up Appointments

**Home Visits** – [not available at this time.](#)

**Discounts Available for Block Bookings** - ideal for individuals on a maintenance program -

**£5 off per session** when **4 sessions** pre-paid in advance = **£140 for 4 sessions** (rather than £160 if bought individually). **Save £20**

**£7 off per session** when **6 sessions** pre-paid in advance = **£198 for 6 sessions** (rather than £240 if bought individually). **Save £42**

**£10 off per session** when **10 sessions** pre-paid in advance. **£300 for 10 sessions** (rather than £400 if bought individually). **Save £100**

### Your Temperature / Symptoms

Before you leave your home, please check your temperature, and consider if you are experiencing any Covid-19 symptoms. If yes to any of those questions, please postpone or cancel your appointment.

### First Visit

If you are a first-time client, your pre-session consultation will now take place via the phone or video-conferencing, rather than face to face. A consultation form will be emailed to you for completion prior to the visit. (or you can download a form [HERE](#))

### **Existing Clients**

If you are an existing client there will be a short update consultation – to see how you have been since pre lockdown and whether you have any Covid-19 issues. Also, via phone or video conferencing.

### **Covid-19 Questionnaire**

There will also be a [consent form to complete regarding your exposure to Covid-19](#). If you are considered a [high-risk client](#), it may not be possible to massage you at this time.

**Therapist Declaration** – I will provide all clients with a signed declaration via e-mail on the morning of treatment confirming that I am not suffering with symptoms of Covid-19. ([View Here](#))

### **Documents scanned and sent via e-mail**

All consultation & consent documents can be signed & brought on the day or preferably scanned/photographed & emailed to me beforehand.

**Face Masks** – I will provide clients, and chaperones, with [an IIR facemask](#) to wear for the duration of your visit (unless you bring one of your own). This is for my protection as well as protecting others who visit the clinic.

### **Client Consent & Declaration Forms**

For all clients, there will be an additional declaration to complete before each treatment stating that:

- There has not been any contact with anyone with Covid-19, in the last 14 days, to your knowledge (\*Exemption for NHS workers wearing [PPE](#) on the frontline)
- There have not been any symptoms: - dry cough, temperature over 37.8°C, loss of smell and/or taste
- Should you show symptoms of or test positive for the virus in the next 14 days that you will inform me as soon as possible
- Should you test positive for the virus, you or I am obliged to inform NHS Test & Trace

**PLEASE DO NOT ARRIVE FOR A MASSAGE IF YOU FEEL UNWELL, HAVE A HIGH TEMPERATURE, A COUGH, OR ANY OTHER COVID-19 SYMPTOMS.**

Please contact me to postpone your massage until your symptoms have completely disappeared.

**Pen** - Please bring your own pen each time you visit to sign your up-to-date health declarations.

**Water** - Please also bring your own water bottle if possible.

**Clothing** - Please wear easy to remove clothes. You will be given a lidded container in which to put them when you undress. **Leave large coats and bags in the boot of your car where at all possible.**

**Remove Jewellery at home** - Please avoid wearing jewellery as this makes the process simpler.

### **When you arrive, you will:**

- Have your temperature taken at the entrance to confirm it is below 37.8 degrees Celsius using a [non-contact infrared thermometer](#)
- Be given [an IIR facemask](#) to wear during your time in clinic unless you have brought your own.
- Be required to take off your shoes and place them in a box.

- Sanitise your hands using the [automated dispenser in the hallway](#)
- Walk to the practice room without touching anything other than the stairs handrail

#### **In the treatment room:**

- Cushions, soft furnishings and all non-essential items have been removed.
- All surfaces are wipe clean PVC.
- The massage table and face cradle will have been thoroughly disinfected and covered with paper towel and disposable covers.
- The linens are all clean, (single use) and you will be encouraged to wear your face mask until you exit the clinic.
- The therapist will be using personal protective equipment – until the requirement relaxes. This will include [an apron](#), [IIR face mask](#), [a face shield](#) (and [vinyl gloves](#) if necessary).
- There will be a plastic box with a lid for you to store your clothes, personal items, water bottle and pen (which is sanitised after every client)
- There is a 2<sup>nd</sup> [automatic hand sanitiser dispenser in the treatment room](#) for you to use.
- When the treatment/massage is over, please leave all the linens and towels on the couch.
- Keep your [IIR facemask](#) on until you have exited the clinic

#### **Ventilation**

- The treatment room will be ventilated between appointments, but also during treatment if outside temperatures allow.
- There is a fan at the window to increase ventilation in the treatment room and thereby reduce the risk of exposure to the Covid-19 virus. ([View Here](#))
- The couch is now set up in the room so that your head is closer to the (open) window.

#### **Toilet / Washroom**

- You can use the toilet / washroom if you require (but please try to go at home prior to your appointment if possible).
- Hand washing facilities include [pump-action anti-bacterial soap](#), [paper towels](#) and a foot-pedal bin to dispose of the paper towels.

#### **Payment**

- Payment should, where possible, be made prior to the appointment via Direct Bank Transfer or using the SumUp Invoice.
- I have a contactless payment terminal to take card payments on the day if required.
- As a last resort, you can pay by cash by placing it in a sealed envelope and leave it in the clothes box. Please bring the exact money as I cannot provide change at this time.

**Treatment Room Deep Clean** – The treatment room has been repainted and deep-cleaned.

#### **Disinfection**

- There will be an approximate **30-minute gap between clients**, to enable disinfection of the practice space, therapy table and equipment, hallways and bathrooms etc, with enough time to dry and take effect.
- The room will be ventilated between clients and also at the end of each day.
- Overnight, the room will be sanitised using two UVC Ozone Ultraviolet lamps which kill bacteria and microbes. ([View Here](#))

## VULNERABLE CLIENTS - POTENTIAL CONTRA-INDICATIONS TO MASSAGE

People with the following health issues may be considered at higher risk and may need a referral from their GP. In certain circumstances the therapist may decline to treat.

- Those shielding vulnerable family members, front-line NHS staff & carers
- Anyone currently receiving treatment for cancer, any serious lung condition, anyone recently post-operative
- Experiencing severe post Covid-19 circulatory complications – DVT, micro-embolisms, CVA or PE
- Aged 70 years or older
- Pregnancy
- Mild heart & respiratory conditions – and suppressed immune systems
- Diabetes
- BMI over 39
- Anyone who has been in contact with someone with Covid-19

For a more comprehensive list, go to: [www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk](http://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk)

**Therapist Temperature Chart** – I will be [taking my temperature](#) twice a day and keeping a written record as proof that I do not have a fever. ([View Here](#))

**Cleaning Chart** – This will be on display to verify that all cleaning of the clinic has been completed in between clients and the times it was carried out. ([View Here](#))

**Donning of PPE** - Putting on [PPE](#) will be in line with Public Health England guidelines ([View Here](#))

**Doffing of PPE** - Taking off [PPE](#) will be in line with Public Health England guidelines ([View Here](#)).

**COSHH Awareness Certificate** - Control of Substances Hazardous to Health Regulations CPD course completed on 13 June 2020 ([View Here](#))

**Check List for client arrival** – for me to ensure that all paperwork, payment and preparation has been made before accepting the next client into the clinic. ([View Here](#))

**Risk Assessment** – I have carried out a very thorough Risk Assessment of the premises prior to re-opening the clinic after lockdown. This process will be regularly reviewed and updated wherever necessary. ([View Here](#))

**Health and Safety Policy** – will be regularly reviewed and updated in line with legislation. ([View Here](#)).

**Clinic Address** – 30 Bradshaw Avenue, Whitefield, M45 7TD ([view entrance image](#))

## **Covid-19 Forms**

[Information for clients pre treatment \(PDF\)](#)

[Covid-19 Checklist Client Declaration \(PDF\)](#)

[Covid-19 Checklist Client Declaration \(Word\)](#)

[Risk Assessment for Achilles Healers Sports Therapy \(PDF\)](#)

[Therapist Declaration for Client \(PDF\)](#)

[Consultation Form \(PDF\)](#)

[Consultation Form \(Word\)](#)