

The Harrison Clinic - Infection risk assessment and mitigation guide

This document provides a written record of the heightened infection control measures that The Harrison Clinic has put into place to ensure the safety of all staff and patients during COVID-19.

This risk assessment and mitigation record has been undertaken in conjunction with review of the iO's guidance 'Infection control and PPE' and 'Adapting practice guide' available from the IO. In this document you will find the following:

Table 1: This is an overview of the measures The Harrison Clinic have taken that will form our clinic policy for operating during COVID-19. It is available to all staff and patients.

- NB: This does not constitute a full Health and Safety Risk Assessment as required by the Health and Safety Regulations for normal operation of business.
- **Table 2:** Areas assessed for risk and mitigating action taken. This records in detail the areas of potential risk, The Harrison Clinic have identified and a record of the mitigating actions we have taken and when.
 - **Table 2a - Protection for staff and patient before and when in clinic**
 - **Table 2b – Heightened hygiene measures**
- **Table 3:** Outline of our PPE policy for staff in our practice
- **Table 4:** Detail of how we communicate our policies to staff and patients

The Harrison Clinic is aware of and is following guidance in accordance with:

[General Osteopathic Council Interim Infection Control guidance for COVID 19](#)

Completion of the attached demonstrates compliance with the following Osteopathic Practice Standards including but not limited to:

- **A2:** “... adapting your communication to take account of [your patient’s] particular needs”
- **C5:** “You must ensure your practice is safe, clean and hygienic”
- **D11:** “You must ensure that any problems with your own health do not affect your patients”

Table 1. We have assessed our practice for risks outlined and put in additional processes as detailed below

| Overview of measures The Harrison Clinic has taken to adapt our practice for preparation for operating in the current COVID-19 situation | |
|---|---|
| Undertaken a risk assessment | <ul style="list-style-type: none"> • 21st May 2020 • To be reviewed when government guidelines are updated or when need arises |
| Heightened cleaning regimes | <p><i>Clinic rooms will be cleaned between in each patient</i></p> <ul style="list-style-type: none"> • Common areas/washrooms will be cleaned every hour • Hard surfaces in common areas will be cleaned after every patient |
| Increased protection measures | <ul style="list-style-type: none"> • All linens, couch covers, heated blankets, fabric pillows have been removed from the clinic • Online bookings are actively encouraged • Staff are compliant with PPE needs |
| Put in place distancing measures | <ul style="list-style-type: none"> • Practitioners returning to face to face consultations in clinic is staggered. Each member of staff will have their own treatment room. Treatment rooms one and three will be used if two practitioners are on a shift at the same time to reduce likelihood of passing in corridors. Practitioners are aware of the 2M social distancing from other practitioners and patients that they are not seeing. A wait to pass policy is in place for corridors of less than 2M. Patients are encouraged to arrive on time and alone. Chairs in the waiting area will be taped over or removed as a clear indication not to hang around in the reception area. The floor will be clearly taped at 2M spacings. |
| Staff training | <p><i>Email sent to all staff on 21st May 2020 covering;</i></p> <ul style="list-style-type: none"> • Correct handwashing technique best practice • Put on/remove PPE safely • Infection control measures • How to carry out virtual/video consultations • All staff to read and understand all the above before returning to clinic. |
| Providing remote/ telehealth consultations | <ul style="list-style-type: none"> • All patients will have telephone pre-screening call • All patients will be triaged for face to face consultations • Patients needing face to face treatment will be offered the 'case history' part of their consultation to be done virtually to cut down on time needed in clinic. The patient will then come to the clinic to have the treatment part of their consultation carried out face to face • Patients consent for face to face care will be needed • Follow-up/maintenance appointments available via telephone/video call |

| Table 2a. Protection of staff and patients before they visit, and when in The Harrison Clinic. We have assessed the following areas of risk in our clinic and put in place the following precautions to | | | |
|---|------------------------------|---|-----------------|
| | Description of risk | Mitigating action | When introduced |
| Pre-screening for risk before public/patients visit the clinic | Spread of infection COVID 19 | <p><i>Every patient will be triaged and offered a virtual consultation in the first instance. Initial case history may be taken by telephone to determine if a face to face treatment is relevant or support can be provided by a telehealth consultation.</i></p> <p><i>If a virtual consultation does not meet the needs of the patient, pre-screening a patient before they arrive in the clinic will include, but not be limited to the following:</i></p> <ul style="list-style-type: none"> • <i>Screening for any symptoms of COVID 19 (e.g. high temperature or a new, persistent cough) in the last 7 days?</i> • <i>Screening for extremely clinically vulnerable patients</i> • <i>Screening for additional respiratory symptoms or conditions e.g. hay fever, asthmas etc</i> • <i>Screen to see if a member of their household had/has symptoms of COVID-19 or are in a high-risk category i.e. shielded as considered extremely clinically vulnerable?</i> • <i>Have they been in contact with someone with suspected/confirmed COVID-19 in last 14 days?</i> <p><i>Pre-Screen will also include;</i></p> <ul style="list-style-type: none"> • <i>Inform of the risk of face to face consultation – staff must document that they have informed the patient of risk associated with attending the clinic, and that they are not experiencing symptoms of COVID-19.</i> • <i>Patient may be asked to bring a face covering to the clinic to be used at the practitioner’s discretion</i> • <i>Options for telehealth remain available throughout the course of care</i> <p><i>On arriving at clinic;</i></p> <ul style="list-style-type: none"> • <i>Patients must arrive alone unless a chaperone is absolutely required.</i> • <i>Chaperones must not enter the clinic unless absolutely needed</i> • <i>Patients must arrive on time to avoid wating in clinic common areas</i> • <i>Patients will be instructed to wash their hands or sanitise on arrival at clinic</i> • <i>Patients may be asked to use a face covering in clinic at their practitioner’s discretion</i> | |

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| | Description of risk | Mitigating action | When introduced |
| | | <ul style="list-style-type: none"> Patients will be reminded of the 2M rule Payments may be taken before or after the consultation, depending on when reception is most quiet. <p>NB: All triage pre-screening information will be documented in the patient notes.</p> | |
| Protecting members of staff | Spread of infection COVID 19 | <ul style="list-style-type: none"> All Harrison Clinic team members will update Melina Harrison immediately if anyone in their household has health issues, is vulnerable or sheltered, so that special arrangements can be put in place to ensure additional safety. If team members share a home with vulnerable or sheltered people extra caution will be taken to ensure their safety in clinic including but not limited to; All measures that are in place remain in place with the addition of; <ul style="list-style-type: none"> Team member to be given their own clinic room with client notes to conduct virtual consultations. Payment to be taken by over the phone card payment by same practitioner For face to face consultations A further in depth COVID 19 screen taken on the day of the appointment Temperature of the patient is taken on arriving at the clinic. The patient will only continue to treatment if this is satisfactory A face mask must be worn by patients seeing any team member in this group | |
| Confirmed cases of COVID 19 amongst staff or patients? | Spread of infection COVID 19 | <p>Should a member of staff have symptoms or be test positive for COVID-19 our policy is as follows</p> <ul style="list-style-type: none"> they should follow the stay at home guidance If at home (off-duty), they should not attend work and notify Melina and Marie immediately If at work, they should put on a surgical face mask immediately, notify Melina and Marie and return home comply with all requests for testing All patients seen by this team member in the last 14 days will be notified | |

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|--|------------------------------|--|-----------------|
| | Description of risk | Mitigating action | When introduced |
| | | <p>If a patient advises the clinic that they have symptoms of COVID-19 after visiting the clinic in line with government guidance our policy is as follows;</p> <ul style="list-style-type: none"> • If the patient experiences symptoms within 2/3 days of visiting the clinic, any staff with direct contact to that individual will be told to self-isolate • Anyone with indirect contact with the patient, will be advised of the situation and told to monitor for symptoms (those with indirect contact with suspected cases COVID 19 do not need to self-isolate) | |
| Travel to and from the clinic | Spread of infection COVID 19 | Team members and patients only reach our clinic by car (we are not served by public transport). Parking is available. Practitioners and team members must arrive on time and must not gather in common areas. | |
| Entering and exiting the building | Spread of infection COVID 19 | <p>Team members will change into work clothing at the clinic before each shift. After each shift work clothing should be put in a separate cloth bag to take home a home for washing at 60 degrees or above. Clothes used for traveling to and from work can be stored in a draw whilst working.</p> <ul style="list-style-type: none"> • 2M markings are in place. Only one patient can transit through reception at a given time. • Patients arriving early will be asked to wait in their car or outside the building (observing social distancing). • Patients will be guided through the building by team members to avoid others • Patients are instructed to wash their hands (with either soap and water or a form of hand sanitiser) upon entering and exiting the clinic | |
| Reception and common areas | Spread of infection COVID 19 | <ul style="list-style-type: none"> • Patients will be asked to turn up promptly at their appointment time to reduce time in the waiting area • We cannot encourage contactless payments unfortunately as our fees are in excess of £45.00. Great care will be taken to sanitise the card machine before and after every use. | |

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| | Description of risk | Mitigating action | When introduced |
| | | <ul style="list-style-type: none"> • 2M spacing markers will indicate distancing from reception? • Reception will be remote for ¾ of the day. In person reception cover will be minimal. • Reception duties will be undertaken by practitioners including but not limited to; answering the phone, making bookings, filing and taking payments. | |
| Social/physical distancing measures in place | Spread of infection COVID 19 | <ul style="list-style-type: none"> • Treatment room one and three will be in use if more than one practitioner is in clinic. This ensures the greatest distance between people • Maximum people on the premises is seven to ensure safety. However, it is only expected that a maximum of four will be in 90% of the time • 2M markers are on the floor • A wait to pass policy is in place for spaces less than 2M | |
| Face to face consultations (in-clinic room) | Spread of infection COVID 19 | <ul style="list-style-type: none"> • The patients chair will be placed away from the desk to ensure a 2M space from practitioner when in discussion • An emphasis on rehabilitation and self-care will take precedent to reduce the need for extended amounts of time in close contact whilst treating <p>Our policy on chaperones/family members in clinic rooms/reception/waiting area;</p> <ul style="list-style-type: none"> • One parent/guardian only with visits for children • No additional family members except if requested as a chaperone • Chaperones must be announced at the time of booking so that they can also be pre screened • If a chaperone arrives unannounced pre screening will take place outside the clinic at a safe 2M distance | <ul style="list-style-type: none"> • |

Table 2b Hygiene measures

We have assessed the following areas of risk in our practice and put in place the following heightened hygiene measures

| | Description of risk | Mitigating action | When introduced |
|-------------------------------------|-------------------------------------|--|------------------------|
| Increased sanitisation and cleaning | <i>Spread of infection COVID 19</i> | <p><i>Approved sanitisers will be used between every patient in clinic rooms and reception</i></p> <ul style="list-style-type: none"> <i>Clinic rooms - plinths, desk, door handles, all equipment, all surfaces and chairs - between each patient</i> <i>Reception- all surfaces, doors and door handles, chairs, taps, card machines, cash tin- between each patient</i> <i>Use of at least 60% alcohol sanitisers/wipes, using bleach-based detergents for surfaces and floors as appropriate</i> <p><i>Actions to minimise the number of surfaces requiring cleaning</i></p> <ul style="list-style-type: none"> <i>Unnecessary linen and the use of plastic pillowcases that can be cleaned between patients has been put in place</i> <i>Decluttering of the clinic rooms has taken place</i> <p><i>Doors will be kept open if safe and appropriate to do so, to reduce touch points</i></p> | |
| Aeration of rooms | <i>Spread of infection COVID 19</i> | <ul style="list-style-type: none"> <i>Aeration for clinic rooms</i> <i>Practitioners will open the windows and close to reception for 20 minutes after each patient</i> <i>Air-conditioning will be used but fans will not be used</i> <i>Aeration of common/reception areas will be achieved by having the front door and kitchen windows open</i> | |
| Staff hand hygiene measures | <i>Spread of infection COVID 19</i> | <ul style="list-style-type: none"> <i>Staff hand hygiene measure put in place</i> <i>Staff will be bare bellow the elbow and hand washing before and after patients with soap and water for at least 20 seconds including forearms.</i> <i>Practitioners will use approved gloves</i> | |
| Respiratory and cough hygiene | <i>Spread of infection COVID 19</i> | <ul style="list-style-type: none"> <i>Cough hygiene measures for staff and patients is as follows;</i> <i>'Catch it, bin it, kill it' posters are on display</i> <i>Provision of disposable, single-use tissues are provided</i> <i>Hand hygiene facilities available for patients, visitors, and staff. One in the kitchen and one in the bathroom.</i> | |
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|-----------------------|-------------------------------------|---|------------------------|
| Cleaning rota/regimes | <i>Spread of infection COVID 19</i> | <p><i>Cleaning policy</i></p> <ul style="list-style-type: none"> • <i>Cleaning of treatment room and reception area used will be undertaken between every patient by the practitioner who saw the patient.</i> • <i>If the patient used the bathroom the practitioner will also clean the bathroom</i> • <i>Practitioners understand cleaning everywhere between patients is their responsibility and this is NOT restricted to the treatment room only.</i> • <i>Once Marie returns to full time work this can be reviewed</i> | |

Table 3. Personal Protective Equipment: The Harrison Clinic policy for use and disposal of PPE

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| Clinicians will wear the following PPE | <p><i>PPE clinicians will wear</i></p> <ul style="list-style-type: none"> • <i>Single-use nitrile gloves and plastic aprons with each patient</i> • <i>Fluid-resistant surgical masks (or higher grade)</i> • <i>Eye protection is discretionary</i> • <i>Purchase and continued supply of PPE is the responsibility of the practitioner</i> |
| When will PPE be replaced | <p><i>Replacement of PPE</i></p> <p><i>Single use aprons and gloves will be changed between each patient seen</i></p> <p><i>Masks will be changed at the end of a session. A session is an AM or PM clinic. Practitioners can change their mask before this if the need arises. Eg the mask becomes damp</i></p> |
| Reception staff will wear the following PPE | <i>Reception staff will use PPE if there is a risk, they can not maintain the 2M rule</i> |
| Patients will be asked to wear the following PPE | <p><i>Patients will be asked to wear PPE in the following circumstances</i></p> <ul style="list-style-type: none"> ○ <i>If the practitioner seeing them lives in a household with vulnerable or sheltered people. The practitioner will call the patient to request this.</i> ○ <i>If an individual practitioner requests their patient uses face covering in order to protect themselves. The practitioner will request the patient does this on the pre-screening call.</i> |
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| PPE disposal | <p><i>The Harrison Clinic have taken advice from our waste company, Grundon. Their policy is as follows</i></p> <p><i>If PPE is being worn just for precautionary use, rather than interaction with confirmed or suspected cases of COVID-19, the used PPE can simply go in the normal black bag, general waste. It is not clinical waste. If COVID-19 is suspected or confirmed, the waste should be double bagged (normal black sack) and stored securely for 72 hours before being placed in a general waste container. Suspected means someone being present who is displaying the symptoms of COVID-19 as detailed on the PHE website. If storing for 72 hours is not possible the waste should be placed in orange clinical waste sacks and a clinical waste collection arranged. However, the preferred method for disposal, as prescribed by the EA, DEFRA and PHE is general waste when produced in a low risk environment.</i></p> |
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Table 4. Communicating with patients: The Harrison Clinic will communicate the measures that we have taken to ensure patient safety and the policies that have been put in place in our clinic by the following means

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| Publishing your updated clinic policy | <p><i>Our clinic policy will be available to all patients. It will be</i></p> <ul style="list-style-type: none"> • <i>Published on our clinic wall</i> • <i>Available on our website</i> |
| Information on how you have adapted practice to mitigate risk | <p><i>The Harrison Clinic published this policy on 21st May 2020</i></p> <p><i>The policy was shared to all team members for learning, understanding and reference</i></p> <p><i>The policy was printed and displayed in reception at the clinic premises</i></p> <ul style="list-style-type: none"> • <i>The policy was added to the website</i> • <i>The policy will be updated at time of need and in line with government guidance</i> |
| Pre-appointment screening calls | <p><i>Pre-screening</i></p> <ul style="list-style-type: none"> • <i>Pre-screening will be carried out 24 hours before a scheduled appointment</i> • <i>If the practitioner lives with vulnerable or sheltered people a second pre screen will be done on the day of treatment</i> • <i>The practitioner seeing the patient will call.</i> • <i>The practitioner will record all pre-screening conversations in the patients notes</i> |
| Information for patients displayed in the clinic | <p><i>Patient information posters that we have in our clinic</i></p> <ul style="list-style-type: none"> • <i>Door notices advising anyone with symptoms not to enter the building.</i> • <i>Notices on hand washing/sanitising/Catch-it, bin it kill</i> • <i>IO staying COVID safe posters</i> |
| Other patient communications | <p><i>A short video by Melina Harrison will be on our website and social media detailing the changes made at the clinic in line with our risk assessment.</i></p> |

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| | <i>Patients will be told by their practitioner at every appointment to contact us should they develop any COVID symptoms following their visit to our clinic.</i> |
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