



touchenergy RISK ASSESSMENT – MOBILE TREATMENTS

RISK	ASSESSMENT OF RISK / WORK PROCEDURES & ACTIONS TAKEN TO MINIMISE RISK <i>In line with current Government, Professional Therapy Bodies and Insurance advice and guidance for Close Contact Services</i>	COMPLETE
<p><u>Treatment Risk</u></p> <p><u>Who might be harmed?</u></p>	<ul style="list-style-type: none"> - Spread of Covid-19 due to prolonged indoor, hands on close contact massage/health treatment in client’s home - Spread of Covid-19 from therapist or clients who are asymptomatic and contagious - Therapist (Sharon Bull), Clients and vulnerable groups including those with underlying health conditions or shielding - Client risk assessments, exposure to Covid-19 and risk to be discussed and treatments agreed, declined or adapted 	<p>Therapist</p>
<p>Pre-booking</p>	<p><u>Control measures and actions put in place</u></p> <ul style="list-style-type: none"> - New working protocols in place to mitigate as much risk as possible, with additional Covid-19 health checks, risk assessment, work and cleaning procedures in line with Government & Professional Associations back to work guidance for Close Contact Services see https://assets.publishing.service.gov.uk/media/5ef2889986650c12970e9b57/working-safely-during-covid-19-close-contact-services-090720i.pdf - These changes include (but are not limited to) the following new procedures being put in place and clients being informed by email, website, verbally or videoconferencing so existing and new clients are clear on new way of working. <ul style="list-style-type: none"> • New Mobile Treatment Risk assessment • New Covid Screening Consultation & Declaration form • New Cleaning Chart and protocol • Client information Sheet • Updated Consultation and disclaimer • Therapist temperature chart • Restricted/adapted and shorter contact time treatments offered and positioning adapted (seated with therapist behind client, prone or sidelying with minimum time spent near the face. No “high risk zone” or facial work even after restrictions ease on 1 August 2020. due to higher contamination risk in order to protect vulnerable client groups. 	<p>28.7.20 Therapist Protocols, training complete, PPE bought, client information, website, emails or existing clients contacted</p>
<p>Client Booking</p>	<ul style="list-style-type: none"> - Close contact working time reduced to 30 minutes with paperwork, new client information & consultation completed beforehand by phone, email or online where applicable and additional Covid-19 screening and disclaimer in place and held in line with new data guidelines and NHS Test and Trace protocols - Therapist will wear PPE as recommended for vulnerable clients (currently- face shield, IIR mask, gloves and apron) and new cleaning and hygiene protocols are in place with Cleaning Checklist to be completed for each appointment. This might mean reducing equipment being taken to appointments as everything will need to be cleaned before and after treatment. 	<p>28.7.20 Therapist/ Client each time</p>



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Client Booking (cont)

Control measures and actions put in place

- Face-to-face consultations will be kept to a minimum amount of time and close contact work to 30 minutes as per Government and professional body guidelines to reduce risk.
- New Covid-19 Screening & Declaration form and Consultation to be completed by new and existing clients prior to attending each and every appointment, emailed where possible or by telephone/video conferencing to minimize face-to-face time. This identifies any symptoms, health or exposure risks. Any concerns raised by answers to be discussed and a decision made about treatment or referral made. Signed by client before treatment where possible to email to minimize face-to-face contact
- Health issues and new contraindications must be discussed to assess suitability of treatment in view of new contraindications (see contraindication risks) to treatment.
- If client has had COVID-19, or is in the extremely vulnerable group, a GP/consultant written consent is required due to clotting implications and to ensure client safety as its effects are still being monitored. The client undertakes to assume responsibility for their own health and the treatment will be adapted accordingly if it goes ahead. The therapist reserves the right to refuse treatment.
- If client has high exposure risk, such as keyworking or recently returned from overseas or an area with high infection rate, it is recommended that either full PPE be worn or treatment not undertaken until the recommended 7-14 day isolation period has passed. Client and therapist must understand that preventative measures and intensified sanitation protocols intended to reduce the spread of COVID-19 have been implemented. However, because this work involves close physical proximity over an extended period of time in a closed space, there may be an elevated risk of disease transmission, including COVID-19.
- Declaration signed making agreement between client and therapist to notify the other immediately if symptoms develop, in contact with anyone with Covid-19 symptoms or contacted through a track and trace system.
- Therapist will take and record her own temperature every day and before every shift. Any and all appointments will be cancelled if therapist has a temperature above 37.8°C until she has contacted 111/119, arranged a test and self-isolated for the recommended time period. If the therapist tests positive for COVID-19, no further face-to-face appointments will be made until she has received 2 negative tests following the infection.
- If the therapist believes she has been in contact with someone who has COVID-19, she will cancel all appointments and self-isolate for the recommended period
- If client's temperature is above 37.8°C they will be advised to contact the helpline 119 and get tested immediately. The appointment will be cancelled until client has had negative Covid-19 tests.

28.7.20

Therapist/
Client
Discussed
Agreed
Signed
Info given
Treatment
PPE to risk



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	<ul style="list-style-type: none"> - New Client Information document about new procedures and what to expect at appointment read or emailed. This includes using their own pen to sign forms, wearing mask if supine or sitting position and that Therapist will not come into contact with anyone else in household during appointment. - Allowances will be made regards cancellations charges if a result of Covid-19 symptoms. Clients informed of this in Client Information document. 	
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Covid-19 specific contra-indications	<p><u>Control measures and actions put in place</u></p> <ul style="list-style-type: none"> - COVID-19 'high risk' category will not be seen face to face and will be offered a virtual appointment session as an alternative or referred to GP or consultant for written approval of treatment before - COVID-19 'moderate risk' clients will be consulted and a decision made about whether a treatment is safe and appropriate and what additional PPE is required. Note whilst working in client homes, full PPE will be worn at all times when working - Where agreed, clients will be asked to wear a mask during treatment, especially if face up or on their side. Treatment will be conservative and maximum 30 minutes to allow time for cleaning before and after session <p>High Risk (Clinically Extremely Vulnerable) include those who:</p> <ul style="list-style-type: none"> - 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 - have blood or bone marrow cancer (such as leukemia, lymphoma or myeloma) - have had a bone marrow or stem cell transplant in the past six months or are still taking immunosuppressant medicine - have been told by a doctor that they have a severe lung condition such as cystic fibrosis, severe asthma, or severe Chronic Obstructive Pulmonary Disease (COPD) - have a condition that means they have a very high risk of getting infections such as Severe Combined Immunodeficiency (SCID) or sickle cell - are taking medicine that makes them much more likely to get infections (such as high doses of steroids) - anyone experiencing severe post Covid-19 circulatory complications – DVT, micro-embolisms, CVA or PE - anyone with heart disease (such as heart failure) - those with chronic kidney disease or liver disease (such as hepatitis) - 	<p>28.7.20 Therapist/ Client</p> <p>GP referral</p>
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Covid-19 specific contra-indications

- Those in high-risk categories <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/> will be asked to contact their Medical Practitioner for advice before treatment can be agreed. In the unlikely event that treatment does take place, full PPE will be worn and the client will be asked to wear a mask throughout the treatment.
- If treatment is agreed, it should be understood that you are only to be in contact with the client and no other member of household.

Moderate Risk (Clinically Vulnerable) include those who:

- are shielding anyone who is vulnerable
- have been exposed to someone with Covid-19
- are front-line NHS staff or carers
- are recently post-operative
- are 70 or older
- 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 or reduced immunity 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 39 or above)
- are pregnant – see [advice about pregnancy and coronavirus](#)

Those identified as a moderate risk will be fully assessed via telephone or online consultation. If the therapist and client decide to continue with treatment full PPE will be adopted, contact time minimized. Client will be requested to wear a mask
If treatment is agreed, it should be understood that you are only to be in contact with the client and no other member of household.

28.7.20
Therapist/
Client
Checked
each time
Consent/
Adapt



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Client Consultation 24 hours before treatment	<u>Control measures and actions put in place</u> <ul style="list-style-type: none">- Therapist to contact clients 24 hours before treatment to complete Covid-19 symptom and exposure risk questions and any further Consultation to discuss their current health status and treatment needs prior to their face-to-face appointment. Updates will be recorded in clients notes and new working procedure explained as per Client Information Sheet.- Copy client their Covid-screening form and declaration (therapist to presign), Client information Sheet and email Client where possible for signature or put in plastic wallet to take to appointment along with Consultation notes for signature.	28.7.20 Therapist/ Client Each appt
Payment	<u>Control measures and actions put in place</u> <ul style="list-style-type: none">- To reduce spread of Covid-19 from contaminated cash coins and notes- Payments where possible will be made via the website or bank transfer- If dealing with anyone needing to pay cash an envelope system will operate with 72 hour quarantine or sanitizing procedure to notes/coins by therapist before handling- Photos of any valid CRISP or payment vouchers are acceptable including expiry date and voucher number- Therapist to update information on any website, literature or email to inform clients of this and new Client information	Therapist/ Client Each appt
Therapist's hygiene protocols	<u>Control measures and actions put in place</u> <ul style="list-style-type: none">- No jewellery at all to be worn by therapist- Therapist will be wearing the appropriate PPE at all times when dealing with clients. Gloves will also be worn with all oil-based massage treatments- Therapist to take sealable bag for used PPE and fresh PPE to ensure gloves, masks, uniform and aprons and visor are all clean and sanitized as appropriate- Temperature taken and recorded on daily basis- Therapist to bring their own water to each appointment- Therapist to wash hands with soap and warm water (for at least 20-seconds) after each client- Therapist to wash hands with soap and warm water (for at least 20-seconds) after cleaning workspace and before donning gloves for treatment- Therapist to complete new Cleaning Checklist for each client and will clean/laundry all linens as per protocols- Therapist has completed appropriate training and instruction on new working protocols, COVID-19 prevention, contraindications, PPE wearing & safe disposal of waste	28.7.20 Therapist each appt



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<p>On Arrival at premises</p>	<p><u>Control measures and actions put in place</u></p> <ul style="list-style-type: none"> - Therapist to sanitise hands and don appropriate PPE depending on client, treatment and assessed risk. - Only items needed for treatment will be removed from car to the clients door to avoid multiple entries to property - Therapist to call or text Client and verbally screen for Covid symptoms. If nothing to report, Client to open door when all kit is outside so they can leave 2m social distance for entry and setting up workspace - Therapist and Client to ensure no other household member comes into contact with Therapist or enters workspace and ensure Client dons own IIR medical grade face mask or facecovering as agreed appropriate, before opening the door - Therapist to remove shoes and leave outside or by the front door or don disposable shoe coverings as appropriate - Hand sanitiser will be dispensed to the Therapist’s hands before entering the building - Therapist to remain in workspace room only for set up or bathroom as required. - Touch as few surfaces/client belongings as possible including seating. - All contact points touched by Therapist before treatment to be disinfected appropriately. 	<p>28.7.20 Therapist/ client</p>
<p>Working Space set up PPE Ventilation Cleaning Towels/linens</p>	<p><u>Control measures and actions put in place</u></p> <ul style="list-style-type: none"> - Therapist to set up workspace on own in room. - Gloves/apron may be worn whilst cleaning, disposed of safely so a new pair worn for close contact treatment or apron is sanitized effectively before treatment and after cleaning - Therapist to ensure workspace is well ventilated where possible for maximum airflow before cleaning and during treatment even if window is only slightly open. - Air conditioning will not be used due to air circulation. - Sanitise all equipment as the treatment area is set up as per Cleaning Checklist, Therapist to record actions. Place all consumables onto a couch roll covered surface or sanitized mat. - All equipment and workstation to be sanitized and disinfected adhering to effective contact times as per cleaning product instructions and recorded on Cleaning Checklist - All surfaces will be kept clear of clutter and disinfected after every treatment to reduce the risk of transmission - Clients own towels used where possible - Only wipeable pillows, bolsters and supports to be used which will be sanitised before after each use unless client’s own cushions/towels are used in which case cover with clean linens - 15-minutes cleaning and preparation time will be allowed before and after each treatment - Therapist to sanitise/wash hands/dispose of gloves before treatment starts - Unused linens taken out in client’s premises and not used must be placed in laundry as if they were used 	<p>28.7.20 Therapist to complete Cleaning Checklist, PPE stock, organize car, containers etc.</p>



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Cleaning, Laundry & Waste Disposal following Treatment	<p><i>Control measures and actions put in place</i></p> <ul style="list-style-type: none">- Therapist to ensure Cleaning Checklist is completed before and after each treatment with appropriate contact time and products. Copy available on request by client. Strict hygiene protocols will be adhered to- Used linen and towels to be cleared and placed in the black drawstring binliner and removed from premises to be washed at the end of each day in washing machine directly after use. All materials will be washed at 60°C+ or as hot as materials allow.- Where clients own towels or linens used, these will be placed directly into wash machine or sealed bag with PPE on and instructions for safe laundry to Client- After cleaning, safe PPE doffing in line with training and guidelines placed into drawstring plastic rubbish bag with waste in swingbin liner for removal to car, storage in sealable plastic box in boot and safe disposal at home.- Any couch roll removed and all rubbish removed and placed into plastic rubbish bag- Waste in sealable plastic bag dated & stored for 72 hours and double bagged before removal to non-recyclable bin- Treatment couch to be disinfected after use and recorded on cleaning sheets. Minimum contact time of used for appropriate cleaning products	28.7.20 Therapist – complete Cleaning Checklist each time
OTHER		