Cardew Physiotherapy & Performance Client Information for In-Person Physiotherapy Consultations.

**Reopening following the eased restrictions due to COVID-19.**

Cardew Physiotherapy & Performance is now open for in-person physiotherapy consultations. We have put the following measures in place to reduce the risk to our: staff; patients; and to public health within our community. If you are considering coming for an in-person appointment it is essential that you read the following:

**Practice Safety Measures**

Cardew physiotherapy & Performance wants to reassure all clients that our practice is a safe environment. Following government and professional body guidelines our processes have been designed and documented to ensure safety for all. We have modified our booking procedures to maintain social distancing requirements that take priority over occupancy limits. Members of the public must adhere to the two-metre distance rule in and around our facility.

* Every patient will have their temperature taken before they are able to enter the building, or on a domiciliary visit, before the therapist enters the home. If the temperature exceeds 37.7°C then the appointment will be terminated at that point, and the patient will need to self-isolate in line with current legislation.
* The temperature of our staff will be taken each day, and if found to be in excess of 37.7°C they will follow the guidance to self-isolate, and appointments will be postponed.
* We have procured the necessary PPE for protection, and for preventing the spread of COVID-19.
* Appointments will be spaced so that there is a minimum of fifteen minutes between appointments. This will enable the therapist to have time to change PPE and clean all surfaces that have been touched by either the therapist or clients. This includes, but isn’t limited to, the plinths, seat handles, door handles, tap and light switches of the treatment room and the toilet (if it is used during the client’s visit).
* Gym equipment, towels and couch covers will not be used.
* Pillowcases will be changed by the clinician between sessions, if used at all.
* The practice will be cleaned daily.
* We have removed all books, magazines, literature, brochures from reception. All notes are taken electronically, and we will only process electronic payments. Receipts and invoices will be electronic.

**Personal Protective Equipment (PPE)**

Your therapist will be wearing the following PPE at your appointment as appropriate, in line with current guidelines:

* IIR facemask
* Non-latex gloves (single use), as appropriate
* Apron (single use), as appropriate
* Eye protection: goggles/glasses as appropriate
* **As a patient, you will be required to wear a face covering. If you are unable to provide one, then you will be provided with a single use face mask from the clinic, at a cost of £2, which will be added to you bill/invoice.**

**Your Agreement with Us**

* We advise that you continue with online physiotherapy consultations unless there is clinical need to have hands on physiotherapy. You will have a video consultation with your physiotherapist before coming into the clinic so that they can assess the need for an in-person consultation. This is in line with the recommendations from our regulatory body, The Chartered Society of Physiotherapy. We can provide you with further detail on these if required.
* We have done everything we can to mitigate the risk of our therapists and clients contracting Covid-19. However, if you come for an in-person consultation, please be aware that there is no way that we can eliminate the risk of you contracting Covid-19.
* **Pre-Consultation Screening Questionnaire** - we are asking clients to help us maintain a healthy and safe environment in our practice by answering pre-consult screening questions truthfully.
* You will be asked to sign attesting to the pre-consultation screening questions upon each visit.
* The screening questions will apply to those that accompany clients to the practice. We request that you only have someone accompany you to an appointment when absolutely necessary.
* Please do not come in if you have not been following the government guidelines for social distancing. If you are unsure of these please follow this link <https://www.gov.uk/coronavirus> . If we have reason to believe that you have not been adhering to social distancing guidance, then we have the right to refuse treatment on that day.
* Please do not come in if either you, or one of your household, has been ill in the last two weeks. Including, but not exclusively, the following symptoms: fever over 37.7°C; cough; shortness of breath; sore throat; head aches; or fatigue.
* The pre-screening questions will be available through our online booking system, email reminders, and via the phone or in-practice.
* We will still have our 24-hour cancellation policy in place with leniency toward illness related circumstances. We will not charge anyone for a missed appointment who suddenly comes down with symptoms of an illness or a member of the family that requires immediate attention.

**What to expect when you come into the Practice**

We have a commitment to client safety, and to comply with social distancing measures, we must make some changes to how our clients access the practice.

When coming into the practice we ask you to follow the following procedures. We may be forced to terminate your appointment if you are not able to do so, and you will still be liable for the cost of the session if you have knowingly breached the prior agreement:

* Please sign and return the **Pre-Consultation Screening Questionnaire** that you will be sent by email or text prior to attending your appointment.
* Please can you arrive as close to your appointment time as possible, and not early, as we will not have room for more than one person to wait in reception, to comply with social distancing measures.
* Please knock on the door and wait outside at a distance of 2m from the door.
* Please bring a face covering which you will be asked to wear once you are required to be within 2 metres of your therapist. Please do not bring gloves, we will ask you to remove them upon entry. Gloves are a false sense of security and do not replace hand washing. If you do not have a facemask please follow the government guidelines on making your own face cover here: <https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering>

We do have face masks in the practice that you can purchase from us if you do not have a mask, at a cost of £2 which will be added to your bill.

* Your temperature will be taken whilst outside with a non-contact digital thermometer. If you have a temperature of over 37.7°C then your appointment will be postponed for 14 days.
* We will ask you to carefully clean your hands with alcohol-based gel on entry to the practice.
* For those of you that reside close to our practice, we would appreciate if you use the toilet facilities at your home before attending. For others that travel a distance, we can accommodate you if necessary. The toilet facilities must be cleaned after each use. If the facility must be used, upon exiting, we politely ask that you wipe down the toilet area with the products provided and you must re-sanitise your hands, prior to entry of the treatment room and waiting area.
* All advice for home exercises, billing and the booking of future appointments will take place online. We can no longer accept cash payments.
* At present we are asking that clients please pay in advance at the time of booking for their appointment, by bank transfer, to minimise contact points and time in the practice/reception area.

If you have any questions regarding your in-person or online consultations, please do not hesitate to contact us: jccardew@me.com, 07843249664.

Life will gradually return to something that resembles what we consider to be ‘normal’ – although many things will change because of the pandemic. For now, though, we must follow these procedures to our best capabilities, not just to protect ourselves, but to protect the most vulnerable, and to reduce pressure on an already highly pressured NHS. The team at Cardew Physiotherapy & Performance appreciate your cooperation and patience at this difficult time.

Jennifer Cardew

Owner, Cardew Physiotherapy and Performance.