Cardew P&P takes the health of employees, contractors, clients, and suppliers seriously and are committed to ensuring we take every step possible to maintain good health and well-being practices in our workplace. This policy lays out the steps to be taken to support the effective and safe booking of appointments and care and service offered to the client whilst on the premises.

**Covid-19 SCREEENING PROCEDURES:**

1. All patients to be texted or emailed a screening questionnaire the day before their session.
2. On the appointment day, the therapist will speak to the patient before their appointment to confirm that this is completed, and that nothing has changed on the form.
3. Any changes would result in the appointment being rearranged to an online session or postponed.

**BOOKING PROCEDURES:**

1. All clients must pay at time of booking via BACS transfer.
2. After booking all clients to be emailed the pre-consultation Covid-19 Screening Questionnaire. This is to be completed the day before the appointment for morning appointments, and the morning of the appointment for afternoon sessions. The therapist is to check that all forms have been completed at the start of each session.
3. On the day of treatment all clients to be called to check that nothing has changed in their situation regarding the screening questionnaire and reminded to bring a face covering or they will be charged extra to have one provided.
4. Therapists to choose correct chart with Covid-19 check-list to confirm that the screening questionnaire has been passed and verified at each visit.

**ARIVAL PROCEDURES:**

1. All visitors to knock and wait outdoors, don mask (buy one if required), and have their temperature taken.
2. All visitors to the practice will be asked to use hand sanitiser on entering reception.
3. All visitors to the practice will be asked to abide by social distancing measures whilst in reception and throughout the building wherever possible.
4. Clients will be asked to attend their session on their own wherever possible. If this is not the case, they will be asked to limit the number of people accompanying them to their session to one person. This person will only be present for chaperoning and will leave once their duty is completed. The chaperone will also adhere to social distancing and PPE requirements.
5. All clients are required to complete a Pre-Consultation Screening Questionnaire prior to attending their first appointment and this will be rechecked before each and every subsequent visit.
6. All clients attending for treatment sessions will be required to wear a mask during their treatment session with the therapist.
7. We are asking that clients refrain from using the bathroom but appreciate that at time this may not always be possible. Clients will be requested to wipe down the toilet area with the products provided and re-sanitise their hands, prior to entry of any treatment room.

**IN-TREATMENT PROCEDURES AND CLEANING:**

1. Room to be cleaned with fresh couch roll on bed and clean pillow-case ready for each client, if required. Alternatively, no pillow used and couch to be wiped with PDI wipes.
2. Wash hands prior to meeting client outside.
3. Give client mask if they have purchased one.
4. Take client’s temperature.
5. Ensure client has used hand gel on entering the practice.
6. Walk client to consultation room at 2m distance.
7. Advise client where to sit in room and ask if they hare happy for door to be left open and have window open during their session.
8. Mask to be worn whenever within 2m distance of the client.
9. Complete subjective assessment.
10. Wash hands prior to starting objective assessment.
11. Any equipment used during the session to be put to one side for cleaning at end of session, e.g. scissors, patella hammer, models .
12. At end of session, wash hands prior to taking client back to exit.
13. Send any info online, take any payment online and make booking for next session on phone or via email.
14. After seeing client out, remove gloves and apron, return to room to clean couch, chair, door handles, used equipment and desk area with appropriate cleaning spray. Change pillowcase. Dispose of couch roll and pillowcase in appropriate bin/bag.
15. Wash hands again and put clean pillowcase and couch roll on couch
16. Complete Clinical notes on Cliniko and email any follow-up advice and exercises. Tick cleaning log.