

COVID-19 Standard Operating Procedure (SOP)

Prior to booking an appointment:

- All existing patients/families and new enquiries will be contacted via telephone or email and will be informed of the changes to TMC's SOP (as per this document).
- It will then be established whether they have access to technology that would allow for completion of a remote consultation (via video or telephone) with a physiotherapist and determine whether they would be happy for this to take place. If so, this will be booked accordingly.

NB - Completion of the above remote consultation will mitigate the risks at this time associated with transmission of COVID-19 through reducing face-to-face contact time.

- New patients will be sent electronic copies of consent forms (filled in and signed by therapists) to complete and return as able, and then a remote consultation will be booked accordingly, upon receipt.

During remote consultation:

- The physiotherapist will be able to gather and record subjective history, as well as elements of an objective assessment (including functional abilities and/or seeing existing patients in their Targeted Training Equipment) – where video consultation is possible.

NB – It is acknowledged by The Movement Centre (TMC) that, when completing remote consultations, not all formal outcome measures will be able to be completed due to space, equipment requirements and compliance. In addition, accuracy may be impeded. Families are to be made aware of this and it will be documented in notes/reports.

- Having completed the remote consultation, plans will be made for face-to-face assessment to take place, as appropriate. Where possible, this will be within 7-14 days.

Prior to attending a face-to-face appointment:

- Families will be informed of the changes to TMC's SOP (as per this document).
- Families will be informed of the likelihood of a re-measure during their face-to-face appointment, which they would have to await supply of following, and/or that there is potential that changes to their standing frame may not be able to be completed within their allotted time slot on the day and so they would need to return again.

- Families will be contacted on the day of their proposed appointment to complete screening checks.

NB- In the event that during screening any household member is identified to have had COVID-19 symptoms in the past 14 days prior to their appointment, the appointment will be cancelled and re-scheduled accordingly.

On arrival at TMC:

- The family should only arrive at TMC at the specified time of their appointment.
- The family should remain in their vehicle and call TMC to make their attendance known, and then await a member of staff coming to them in their vehicle.
- The family will be asked to complete a COVID-19 Screening questionnaire and Consent Form for Face-to-Face Treatment – which includes having a temperature check. Once completed, this is to be placed in a quarantine tray in TMC reception.

NB – Only 2 adults will be permitted entry to TMC with their child and siblings unfortunately cannot attend appointments.

- The family will be asked to perform Hand Hygiene - either washing hands with soap and water for more than 20 seconds and/or to use provided hand sanitiser.
- Parent(s)/Guardian(s) must wear face masks but there are exemptions for children. Families must dispose of their supplies themselves.

During appointment:

- The treatment room will be separated into two halves – the right-hand side will be for families, treating physiotherapist and engineer (as appropriate), the left-hand side will be occupied by the physiotherapy assistant who will be considered a “clean” therapist and not engage in any contact with families.
- The physiotherapist will wear Personal Protection Equipment (PPE), including a fluid resistant face mask, gloves, apron and visor. All of which will be disposed of after each patient – except for the visor which can be sanitised and is therefore reusable.
- The Physiotherapist will conduct assessment/treatment session as appropriate on the right-hand side of the treatment room - minimising patient contact, as possible.
- Any spoken information will be shared, where possible, whilst maintaining a 2 metre distance between physiotherapist, physiotherapy assistant and family.
- Patients will access a wipeable mat, therapy plinth or bench during the assessment session. These be cleaned and disinfected after each patient. No blankets or soft furnishings will be used, including pillows.

- Use of any toys/equipment will be minimised to those that are easy to clean/disinfect after each session and/or the family are free to bring their own if they prefer.

In between Clients:

- There will be at least at minimum 30 minute gap in between any patient in order to allow for thorough cleaning to take place – which will be recorded.
- All contact surfaces including door handles, hand soap/sanitiser pumps, treatment plinth, mats and any equipment will be disinfected with disinfectant wipes/spray and a clean, disposable paper towel. This will then be disposed of in the appropriate available bin.
- The physiotherapist will remove PPE and wash hands as per World Health Organisation guidelines.
- Where possible, doors and windows will be left open to increase ventilation.

Toilet Facilities:

- Toilet facilities will be available to all families; Staff have access to a separate toilet.
- Toilet facilities will be cleaned in between each visit.
- Hot and cold water, soap, and clean, disposable paper towels will be available in the visitor toilet. Hand sanitiser is also available in the reception area adjacent to the toilets.
- Signage is displayed to educate all on proper hand washing and hand sanitising technique.

Closing the TMC:

- At the end of the working day, all high traffic contact surfaces, such as door handles and light switches, will be given an extra clean.
- Any PPE and/or disposable products used during the day will be disposed of within clinical waste bins appropriately.

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