

freedom within

Corona Virus (COVID-19) Infection Prevention & Control Policy - Updated 11/11/2020

The government has confirmed that complimentary healthcare practitioners who are registered with the Complimentary and Natural Healthcare Council (CNHC) meet the definition of “other healthcare services” contained in Section 47, Part 3 of the Schedule to the Health Protection (Coronavirus, Restrictions) (England)(No.4) Regulations 2020, and are therefore included in the businesses permitted to remain open during the national restrictions in England introduced by the Government on 5/11/2020.

I am listed on the accredited register of the CHNC as well as being a member of a Professional Association, the Massage Training Institute (MTI). On this basis, I can continue to provide massage therapy “on a one to one basis for an identified mental or physical health condition or injury that is causing pain, or having an adverse impact on mobility or quality of life”.

Before proceeding with treatment, I must be satisfied that my professional work and my professional code of conduct are aligned with all safety requirements stipulated by government legislation.

I will be doing virtual / telephone consultations for everyone prior to booking a face to face appointment.

Wherever possible, I will give support and advice virtually / by telephone, as opposed to in person, in order to support you through lockdown. This may involve self care advice and self massage / MFR / ScarWork techniques. I have a number of resources available to help you in this way.

Where a face to face appointment is necessary and can be justified, I will record your health condition and give a clear rationale in your care record for the treatment I am providing. This is something I do in any event as a matter of good practice but, in the current environment, this becomes all the more important.

As a ‘close contact service’ I have made a number of changes to my working practice involving PPE, contactless forms and payments, as well as changes to my clinic space in order to create an environment which is as safe as possible. These changes are explained below in more detail:

Illness

If I feel ill or have symptoms of COVID-19, or if any of my household are ill or have symptoms, I will self-isolate immediately. This will mean I have to cancel your appointment. I appreciate that this may be inconvenient, but it is done entirely for your own safety. If your appointment is cancelled, I will re-book you again as soon as possible.

If you or any of the people you live with feel ill or display any symptoms of COVID-19 please advise me as soon as possible and **CANCEL YOUR APPOINTMENT**. You will not be charged if you cancel within 24 hours of your appointment so if in doubt please cancel.

Booking Appointments / Payments

I now ask all of my clients to complete an online consultation and consent form. I will send a link to this, along with my terms and conditions, by email, at least 24 hours before your appointment.

Before every appointment, I ask all of my clients to complete a COVID-19 form. I will send a link to this, by email, at least 24 hours before your appointment.

For all clients paying by card, I will send a payment link, by email or text message, within 24 hours of your appointment. Payment is due before your appointment.

For all clients who prefer to pay cash, please provide this in an envelope.

Attending your Appointment

Before each appointment I will contact you to check you have had no COVID-19 symptoms.

During lockdown, all appointments will take place at Broadstone Physiotherapy on a Friday.

Please attend at your appointment time, please do not arrive early. I will be leaving extra time between all appointments to clean, disinfect and ventilate the room and, also, the reception door will be kept locked so there is no indoor waiting area. Please leave coats / bags in your car if possible (out of sight in boot).

Please come alone to your appointment, whenever possible (unless under 18).

You will be warmly welcomed when you arrive, but I will not be shaking hands. I will open any doors for you, so you do not need to touch anything. I will take your temperature and ask you to wash your hands when you arrive. There will be hand sanitiser available for you to use when you leave. I will not be able to offer you any drinks so please bring your own if you need to. The toilet can be used if you need to but please try to use facilities at home before you leave.

I leave a minimum of 15 minutes between clients to clean, disinfect and ventilate my clinic room including making sure that the couch, chair and wax pots and bottles are disinfected between each client. The couch will not have the usual material cover on it, there is now a wipeable PVC cover with a heated blanket underneath which I hope you will agree is just as comfortable. I will use a clean fleece blanket to cover you.

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I will be wearing personal protective equipment (PPE) when you arrive and during your treatment. This will include a type IIR mask, visor, gloves and disposable apron. **Unless you are exempt, please wear a face mask / covering if you have one, otherwise I can provide one for a £1 surcharge.**

After your appointment, I offer you some hand sanitiser and I will show you out and open any doors for you, so you do not need to touch anything.

Treatments

I have carried out a risk assessment and I am confident that I can continue to provide treatments safely. However, intra oral work cannot be provided at present due to high risk and Government advice. This is subject to change and I will advise when this is possible. If you have any concerns about your treatment, please let me know.

If you have any questions or concerns, please contact me.

Thank you all for your patience and support!

Best wishes,

Natasha

Freedom Within; Myofascial Release, Remedial Massage & Scar Tissue Therapy