



Soft Tissue Therapists

COVID-19 Control Measures

To ensure safe practice we will ensure the following:

The Client

- All clients will be sent an online disclaimer 24 hours prior to their appointment. This will be to confirm that you are fit for treatment and not suffering with any of the symptoms of COVID-19.
- If you are a new client, the therapist will call you before the appointment to complete an online consultation, which you will then sign when you arrive. Please remember to bring your own pen. This will limit face to face contact during the appointment.
- If you are an existing client please let us know if you have been hospitalised with COVID-19 and subsequently recovered, as we will need to do a separate screening and consultation before you arrive.
- NHS front line workers must change and shower before coming to their appointment.
- When you arrive for your appointment please press the buzzer as normal. Your therapist will come to the door to let you in and do a final verbal screening to confirm that you are fit for treatment.
- You must attend the appointment on your own unless you need a chaperone or are under 16.
- Upon entering you will be asked to sanitise your hands with the gel provided.
- We would prefer that you wear a fresh face covering upon entering the clinic. Please bring your own. If you do not have one or you forget, one will be offered to you.
- You will be taken straight to the treatment room by your therapist.
- You may use the toilet facilities at anytime but will need to sanitise your hands upon reentering the treatment room. The bathroom will be wiped down by the therapist after use.
- All shoes and clothes must be placed in the plastic box provided. This will be cleaned after each use. Please leave unnecessary items at home.
- The therapist will treat you in prone position (face down) wherever possible to limit face to face contact.

The Therapist

- The therapist will complete a disclaimer before each shift to confirm that she is fit for work. You may take a photo of this on your phone if you wish to have a copy for your records.
- The therapist will change into their working clothes when they arrive for their shift.
- The therapist will be wearing a face covering or face shield at all times. Face coverings will be changed between each client and the face shield will be sanitised.
- The therapist will wash their hands up to elbows directly before and after each treatment, and following any cleaning. They will use hand sanitiser before opening the main door to let you in and then once more upon entering the treatment room.
- The therapist will wear a fresh protective apron between clients. If not wearing an apron, the therapist will change their clothes between clients.
- When taking payment the therapist will place the card machine down for you to enter your card and pin. This will be wiped down after each use.

General

- Appointments will be spaced 15 minutes apart to prevent waiting time and cross over of clients, and to allow the therapist to do a thorough clean of the treatment room.
- Switches, door handles, and the door buzzers will be sanitised between each client by the therapists.
- The treatment room will be cleaned with a disinfectant between each client by the therapist.
- Towels and pillow cases will be single use and bagged up for washing at 60* after each use.
- The room is ventilated but the use of air conditioning will be limited.

Please note:

We kindly ask all clients to ensure that they do not arrive early for their appointment as we will not be able to let you into the clinic to wait.

Appointment timings will be strictly adhered to and not allowed to over run so please ensure you are not late as this will effect your treatment time.

If there is anything you are unsure about please do not hesitate to get in touch. We want everyone to feel safe and comfortable when they visit, so we will ensure to address anything you are concerned about. We take the safety of our team and clients very seriously and will continue to review these measures in conjunction with official guidelines.