

GCMT

The Council for
Soft Tissue Therapies



The Resource Pack Version 3

Issued November 2020

CURRENT OVERVIEW FOR THERAPISTS IN THE UK

This third version of the Resource Pack works on the basis that most people have now returned to work. The last two pages provides a quick guide for those who have yet to.

Since July, the government guidelines have updated and changed repeatedly, so maintaining continuity has been both challenging and often confusing.

This document is intended to help unpick any confusions and provide one point of reference for all Soft Tissue Therapists. The government guidelines and advice will continue to change, but as we move towards winter, with the infection rate on the rise again, and the possibility of further firebreaks and local lockdowns, we need to be constantly aware of any new changes and their implications.

We therefore recommend that each therapist becomes responsible for their own knowledge – and therefore their own business. Rather than being reliant on this document and/or social media - and in some cases asking questions without actually reading the documents – we strongly suggest that Soft Tissue Therapists ensure they are up to date on what is happening.

Many government updates take place on a Friday with further variations over the weekend. This is the link to the government guidelines web page relevant to Soft Tissue Therapists. Please remain alert to these updates and make it your responsibility to review the updated guidance. Unfortunately, it does not display all the regulations dating back from July, even though some may still be relevant.

Gov.uk: www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services

This document comprises four sections: -

- 1 Guidance**
- 2 Risk Assessment**
- 3 Forms and Charts**
- 4 Returning to Work**

For at a glance up-to-date info:

GCMT website: www.gcmt.org.uk
GCMT Facebook page: www.facebook.com/GCMTcouncilsofttissuetherapies

WHAT ARE THE VARYING REGULATIONS ACROSS THE UK?

Within the UK, there are separate regulations in place for England, Scotland, Wales and Northern Ireland. These regulations change frequently, from usage of the QR code, to which parts of the UK are in different Tiers or are in complete lockdown.

Below are the government links in each area. To keep apprised of the status, please check your area regularly.

As of 2nd November 2020: -

ENGLAND

- www.gov.uk/government/collections/local-restrictions-areas-with-an-outbreak-of-coronavirus-covid-19#areas-with-local-restrictions

SCOTLAND

- www.gov.scot/publications/coronavirus-covid-19-local-measures/pages/central-belt
- www.gov.scot/publications/coronavirus-covid-19-retail-sector-guidance/pages/close-contact-services

WALES

- <https://gov.wales/local-lockdown>
- <https://gov.wales/coronavirus>

NORTHERN IRELAND

- www.nidirect.gov.uk/articles/coronavirus-covid-19-regulations-and-localised-restrictions
- www.nidirect.gov.uk/campaigns/coronavirus-covid-19

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1 STATEMENT FROM BALENS

In discussion with insurers around professional practice during Covid-19, we received the following statement from Balens: -:-

"Therapists must follow all government guidelines applicable to their specific location at any given point in time - as the very minimum that they do - and additionally we would expect them to follow all professional association advice and guidance that as a member they may receive, even if this exceeds minimum government requirements.

If you choose not to follow your professional association guidance, you must fully document your decisions explaining your reasons, as in the event of a claim, choosing not to follow what may be considered current best practice for your particular discipline, or causing harm by not following guidance, possibly may be called into question and weaken your defence.

Please also be mindful that your insurance claim may be invalidated if you fail to follow UK Government Guidance and the Law, as all Malpractice Insurance Policies normally exclude Criminal Acts. Fuller details and Covid updates are regularly posted on Balens website to reflect this ever changing environment: www.balens.co.uk/Covid

We would expect that those member PA's who are not insuring with Balens will seek their own guidance from their insurers."

10th August 2020

2 PPE

Using PPE is now an intrinsic element of our work.

The UK government guidelines – visor and/or goggles, mask and gloves - are a minimum standard for “close contact” work, and if used, will be consistent with most insurance companies’ requirements.

Your client is also required to wear a mask at all times. However, it is understood that some clients are unable to wear face coverings for specific medical reasons. If this is the case, it must be fully documented in the risk assessment and client notes - and any mitigations actioned.

In Scotland, minimum requirements are that therapists and clients legally must each wear a face covering.

GCMT's recommendation is to wear full PPE at all times, not just for vulnerable clients. Gloves, apron, visor/goggles and a fluid resistant mask (Type IIR). This ensures as much safety as possible for you and for your clients, and to reassure clients who may be uncertain for their safety. Essentially this is “best practice” and in line with Government Guidelines.

MASKS, VISORS and GOGGLES

These are the UK Government Guidelines as of 16th October 2020:

“Clear visors cover the face (and typically provides a barrier between the wearer and the client from respiratory droplets caused by sneezing, coughing or speaking). Visors must fit the user and be worn properly. They should cover the forehead, extend below the chin, and wrap around the side of the face. Both disposable and re-usable visors are available. A re-usable visor must be cleaned and disinfected between each client using normal cleaning products.

Goggles may be used as an alternative to a clear visor, when worn with a Type II face mask. Goggles provide eye protection to the wearer. To be worn in place of a clear visor, goggles must be close fitting with no obvious openings or vents that would otherwise allow droplets to enter the eyes. Reusable eye protection should be cleaned according to the manufacturer’s instructions.

Ensure you are hydrated – have drunk plenty of water - before putting a mask on.”

We recommend cutting the straps of all masks before disposal, in the event of a refuse container spill and they become a danger to wildlife.

GLOVES

“In accordance with the UK Government guidelines, gloves must be worn for all close contact work where there is skin to skin contact. Gloveless work should only be performed if any of the following apply; there is a medical need, a risk assessment and clinical reasoning show that this is the case or there is no skin to skin contact. Personal preference is not a reason to refrain from wearing gloves”

If you are giving Myofascial Release it is acknowledged that gloves are not always possible to wear.

If giving non-contact healing work then again gloves are not necessary – but will be at the start and end of sessions if you need to touch the client or are also giving massage.

Nitrile gloves will not compromise a massage. They are designed so you can feel everything through them. The client will have almost no awareness – or none - that you are wearing gloves. You just need enough oil to stop friction and wear gloves the right size.

Repeated hand washing is vital - especially **right up to the elbows** - in particular when giving forearm/hands-free massage. Make sure you scrub under your nails.

APRONS

With aprons and clothing there are several variations you can try.

- We strongly advise wearing a fresh disposable apron every time.
- Fresh clothing instead is acceptable – but must be changed for every client.

- You must be able to take the top off without pulling it over your head and touching your face, arms & hair in the process. So, it must be either button-up or zip-up, as long as it is short sleeved.
- Cotton and wipeable aprons are not regarded as appropriate PPE according to Public Health England and Public Health Wales.

Original Suggested PPE Suppliers

- The Massage Warehouse: www.massagewarehouse.co.uk/collections/hygiene
- Medisave, Dorset: www.medisave.co.uk
- Physique: 02392 471346 www.physique.co.uk
- Vivomed: 028 4461 7666 - www.vivomed.com
- Trimbio: 01403 597597 - www.trimbio.co.uk
- Tower Health: 0800 953 1666 - www.tower-health.co.uk
- Canonbury: 01280 706661 - www.canonbury.com
- Phoenix Healthcare: 0115 965 6634 - www.phoenix-healthcare.co.uk
- Al Rehab Ltd: 07771 996334 - www.airehab.com

FURTHER PPE RECOMMENDATIONS FROM PRACTITIONERS

Biodegradable items:

- www.steroplast.co.uk

Eco masks and cleaning products:

- www.delphiseco.com

Recyclable masks:

- www.maskbros.co.uk/collections/popular/products/ecobreathe-med

Recycled glove scheme:

- <https://zerowastebboxes.terracecycle.co.uk/products/gloves-zero-waste-box>

Washable surgical masks:

- <https://diacmedical.com/product/nano-iir-surgical-masks-reusable-washable/>

Biodegradable gloves:

- www.justgloves.co.uk/Nitrile-Gloves/Top-Glove-Biogreen-Biodegradable-Nitrile-Gloves
- www.justgloves.co.uk/Nitrile-Gloves/Showa-6110PF-Biodegradable-Disposable-Nitrile-Gloves
- www.salonsdirect.com/pro-eco-green-nitrile-glove-biodegradable-small-x-50-pairs
- www.hygienedepot.co.uk/product/pro-green-biodegradable-nitrile-gloves

Washable/Biodegradable face cradle covers:

Holistic Massage Supplies – 07749 224262

3 NHS TEST & TRACE app and QR code

The NHS Test & Trace app and its associated QR code is a new initiative in parts of the UK, intended to help trace contacts of those who have tested positive for Covid-19 and encourage them to self-isolate.

The NHS Test & Trace app is live and available to download. It requires Bluetooth to run and is supported on Apple iPhones with capability above 13.5 (iOS 11) and Android phones with capability above 6.

This app and associated QR code only work with each other. If you or your clients already have a QR tracer on your phones, it will not connect with this code. Only via the NHS Test & Trace app.

In England and Wales all therapists are required to have the NHS Test & Trace QR code – and openly displayed. This applies to clinic-based, home-based and mobile therapists. Self-employed therapists can use the same QR code for all their outlets, using their home address. If they are employed by a clinic, even part time, then use the clinic QR code when working in the clinic.

This is the link to generate the QR code: - www.gov.uk/create-coronavirus-qr-poster

NB: In Scotland and Northern Ireland the QR Code for the NHS Test & Trace app is not required. Alternatively, the Test & Protect app in Scotland is live and available: - www.nhsinform.scot/campaigns/test-and-protect

It is not mandatory for clients to use the NHS Test & Trace QR code - yet. Some will not have uploaded it and it is only compatible with newish smart phones – see above.

If you are in a multi-disciplined venue, NHS Test & Trace initially contacts only the person who has been in direct contact with someone who has been infected, then decides what or who to contact next. If, however, they have been further than 2 metres away from you, then you are unlikely to be contacted.

In terms of communal loos and hallways in a multidisciplined venue, again they only contact you if you have been in close contact with an infected person for more than 15 minutes. So as long as you wash your hands and are careful what you touch after you have used these facilities - not a problem.

In terms of timing, even though there is not a clock-out facility, they estimate how long you may have been with someone, as to whether you should be contacted or not...

NB: here is some useful guidance from the Institute of Osteopathy

“We would like to recommend that you advise all your clients that if they have to provide details of contacts to NHS Test & Trace (or equivalent), that they categorise the massage therapist contact as ‘healthcare’ and not a ‘general’ contact. If they do not highlight the therapist as ‘healthcare’, then the therapist will be treated as a social contact and may be subject to self-isolation rules.”

MASSAGE SCHOOLS & MASSAGE STUDENTS

Each massage school or training provider in England & Wales must have its own QR code. Not applicable in Scotland and Northern Ireland.

All students, when in tutor led practical training in the school venues, are covered by the school QR code.

If they are doing some or all of their case studies and clinical practice outside of the school, then they should register for their own QR code using their home address – and use for any sessions in their home and for all non-school external visits.

OUTPATIENTS IN CARE HOMES

Care homes do not come under QR requirement as everyone is either a resident or staff member.

If, however, they are going to admit outpatients – to receive massage as an example - then the care home needs to generate a QR code for the staff and visitors involved to log in to.

This is the link to generate the QR code: - www.gov.uk/create-coronavirus-qr-poster

4 VENTILATION

This is the current public guidance: -

- Fans are not recommended as they only move air about - they can be used to improve ventilation if a window is open, as it will promote the intake of fresh air.
- Where possible keep windows and doors open
- Air conditioning that ducts air in & out of an individual room from an external source is considered to be suitable
- Air conditioning that recirculates is not suitable
- If the vented air is shared into other rooms, it is also not suitable
- Use of an air purifier is also not suitable
- Where possible, do not use a practice space that has no outside air access - if at all

Recent guidance from the Institute of Osteopathy and BASRAT - based on new Public Health England requirements and backed by Gov Wales - has said that ventilation can now happen at the end of a morning or afternoon session, rather than between every client. The GCMT does not consider this best practice and advises to ventilate as often as is possible.

5 SESSION TIMINGS

The key words here are **REDUCING EXPOSURE**.

There are no guidelines that tell you what duration your sessions should or should not be. However, in the current climate it is worth considering keeping timings to a minimum.

It is suggested that shorter sessions can lessen possible infection contact time. Do a full risk assessment for each client, and choose, in agreement with them, the length of each session based on that assessment.

NB: it is quite tiring massaging in full PPE, so also take that into consideration.

COSTS – some questions to consider

- Everyone has bought a lot of PPE and other cleaning items up front. Should an extra sum be built into session fees?
- Do we budget for the pre-session consultations? Charge for an hour, give a 15-minute advance consultation and a 45-minute massage.
- SMTTO has suggested adding £2 per session to cover PPE costs
- It has also been suggested that should a client cancel at the last minute, as they think they have Covid-19 symptoms, you do not charge a cancellation fee.
- Whatever the decision, this is a personal choice for each therapist.

6 CONTRA-INDICATIONS TO MASSAGE

Over the past 9 months the list of contra-indications has been refined, based on what conditions are now known can be affected by contracting Covid-19.

The terms currently in use are “*clinically vulnerable*” & “*clinically extremely vulnerable*”, with division between moderate and high-risk conditions.

Key contra-indications, where you need to assess relevant risk factors: -

HIGH RISK

- Currently receiving treatments for cancer
- Severe lung & respiratory conditions
- Recently post-operative
- Recently had an organ transplant
- Recently had a bone marrow or stem cell transplant
- Suppressed immune system – and likelihood to easily develop infections
- Pregnant – if accompanied by a serious heart condition
- Experiencing severe post Covid-19 circulatory complications – DVT, micro-embolisms, CVA or PE

MODERATE RISK

- Brain and nervous system conditions – Parkinson's, motor neurone disease, cerebral palsy, MS
 - Clinically obese – BMI over 40
 - Aged 60 years or older – especially older males
 - Of BAME heritage
 - Mild lung & respiratory conditions
 - Heart disease, diabetes, chronic kidney disease and liver disease
 - Those shielding vulnerable family members
 - Front-line NHS staff & carers
-

7 TEMPERATURE TAKING

This is becoming increasingly popular at the start of each appointment. It helps raise client's personal awareness and responsibility. The simplest way is with a No-Touch Infrared Forehead Thermometer. You can get them on Amazon for £23.

As we cannot diagnose, we can only show whether there is fever or not. If the figure is over 37.8°C you can send the client home & refer them to either their GP or to call NHS 119.

Government guidance does not comment on temperature taking, so use common sense and do what is right for your own risk assessment.

8 VIRTUAL CONSULTATIONS

Face-to-face consultations are still regarded as very high-risk, hence continued virtual consultations. Make sure you carry out an extensive consultation session in advance with all new clients and a shorter updating version with existing clients you have not seen for a while. Do not try to skimp on them or avoid them. A full consultation is even more vital now than before.

9 CONSULTATION AND CONSENT FORMS

We recommend that you and your client complete the following documents as and when necessary: -

- Standard Consultation document for new clients
- Take notes for returning clients
- Standard Consent form for new clients
- Covid-19 declaration: for first time clients & for returning clients first visit – Page 24
- Therapist declaration re Covid-19 for all client visits – Page 26
- Client declaration re Covid-19 for occasional repeat visits – Page 27
- Client & therapist declaration chart for frequent visits – Page 28

These should be stored with all other client documents and kept safely and securely.

10 ON-LINE DOCUMENTATION and GDPR

Any document: – Consultation documents, Covid-19 declaration forms and Consent forms - that you provide clients to complete prior to their consultation / appointment, if sent via electronic means must be GDPR compliant.

If you do not have a compliant method, ensure that clients never complete the name & contact details section.

Delete attachments from emails once received.

Ideally you should complete the forms yourself during virtual or phone consultations.

11 HOLIDAYS

Now that people are taking breaks & holidays and travelling both in the UK and abroad - we recommend that you apply a 14-day interval to anyone who has just returned from a holiday before making an appointment, irrespective of their holiday destination.

If they have been to a high-risk area, or travelled by plane, you may also want them to have a negative Covid-19 test before making a booking. That is a purely personal choice.

They may be interested in being sent a temperature chart, so they can check and record their temperatures every day.

GCMT RISK ASSESSMENT GUIDELINES - EXAMPLE

RISK	ASSESSMENT OF RISK
Before you accept bookings	<ul style="list-style-type: none"> • Have you had the green light to return to work by the Government and your Professional Association? • Have you checked your insurance? • Have you sourced PPE and cleaning equipment? • Have you taken a COSHH course and feel confident that you are ready?
Taking bookings	<ul style="list-style-type: none"> • Have you completed a pre-session consultation with each new or existing client? • Have you sent a GDPR compliant consultation, Covid-19 declaration and consent form by email for completion? • Have you made an informed decision whether to massage or not? • If yes, have you sent a confirmation email with guidance for clients? • Have you arranged bookings with sufficient gaps between clients? • Have they pre-paid?
Client arrival procedure	<ul style="list-style-type: none"> • Where do you want your client to wait before their appointment? Stay in their car until you text / phone them to say you are ready for them? What if they come by public transport and the weather is bad? What if they have a companion? • Key workers to change out of work clothing & shower before coming to their appointment, especially NHS frontline staff • Client to arrive as close to appointment time as possible • Client to leave coats / bags in car if possible (out of sight in boot) • Clients to come alone to their appointment, whenever possible • Client to don face mask / covering outside if they have one, otherwise there will be one for them inside front door • You should be fully dressed in PPE before the client arrives <p>DOCUMENT ALL THESE DECISIONS and FILE (either in hard copy or electronically, revisit and update regularly)</p> <p>ACTION POINTS:</p> <ol style="list-style-type: none"> 1. source face masks for therapists and clients to use 2. communicate these points to your client database via email, posted letter, phone call just before you return to work

QR code	<ul style="list-style-type: none"> Have you created and printed off your QR code poster ready for scanning? Don't laminate or print on glossy paper. <p>ACTION POINTS:</p> <ol style="list-style-type: none"> Print, but do not laminate, preferably on low gloss paper. Put on a clipboard for easy access and storage Communicate QR code info to your client base
Front door and client greeting	<ul style="list-style-type: none"> Who is going to open the front door? If the client is going to open the door then the bell / door handle will need to be sanitised before each client arrives If they have to use stairs or a lift, all those touchable surfaces will also need to be sanitised before each client arrives If you are going to open the front door, then a sign should be put on the outside of the door reminding clients to wait until their appointment time and that you will open the door for them You should advise the client where they should go once in the building. This might be directly into the clinic room, via the bathroom to wash their hands and use hand sanitiser to disinfect their hands, on arrival and exit. You should also advise them to remove footwear <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINTS:</p> <ol style="list-style-type: none"> make weather-proof laminated signs for front door advising clients of opening / entry procedure and where they should then go once inside the building communicate these points to your client database
Reception desk	<ul style="list-style-type: none"> If you work on your own, you probably do not have a reception desk If you have a reception area you have a duty of care to the receptionist. Consider erecting a Perspex screen to protect them from mucus spray as clients speak or cough over them Receptionists will need face mask / covering, face visor/goggles and gloves if touching paper and money. The face visor and screen will need to be washed down each day with some washing up detergent and warm water and reused, but a fresh face mask / covering will be required each day or when it becomes damp or soiled <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINTS:</p> <ol style="list-style-type: none"> source Perspex screen, face masks / coverings, face visor and gloves for reception staff communicate these points to your client database

Waiting area	<ul style="list-style-type: none"> • If you work on your own, you may not have a waiting area • If you are part of a group of therapists all working from the one clinic, then you need to consider whether your clients can share a waiting room with the suitable 2-metre social distance between them • Consider spreading start times so only one client is in the waiting at any time e.g. take bookings for 14.00, 14.20, 14.40 • All magazines, books, plants, and flowers should be removed from the waiting area, anything that could harbour infection • All cushions, rugs etc should be removed. Chairs should be plastic or metal so the waiting area can be quickly wiped down after each client. Or ask clients to simply stand – remove all chairs <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINT:</p> <ol style="list-style-type: none"> 1. communicate these points to your client database
Bathroom facilities	<ul style="list-style-type: none"> • Will clients wash their hands in the bathroom when they arrive and before they leave, or will you use anti-microbial hand gel? Ideally both • The bathroom should be cleaned after each client, especially the taps and toilet handle. Must have hands-free liquid soap dispensers. Use paper towels instead of fabric ones. Use foot-operated bin or wastepaper bin so no one touches a bin lid - with a bin liner • Can you ensure nobody else uses the room between clients arriving and leaving? • Decide where you are going to place the hand sanitiser, once client is in clinic. Inside front door / in practice room? <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINTS:</p> <ol style="list-style-type: none"> 1. make signs for toilet/bathroom door advising clients of new cleaning procedures. Create daily cleaning recording sheet 2. communicate these points to your client database
Flooring	<ul style="list-style-type: none"> • If you have lino, tiled or wooden flooring, wash daily • If you have rugs – take them up • If you have carpets, you must consider a washable covering – we have two recommendations. Black vinyl studding or clear slip-mats. <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINT:</p> <ol style="list-style-type: none"> 1. communicate these points to your client database

Surface areas including desk in clinic/practice room	<ul style="list-style-type: none"> All surfaces must be kept clear of clutter, books etc., so it is quick and easy to disinfect the whole surface between clients Clients' notes should be kept in drawer or plastic folder (so easily cleaned) and not left lying out (GDPR regulations apply) <p>DOCUMENT ALL THESE DECISIONS and FILE</p>
Remove all books, testers, products for sale, posters etc from clinic/practice room	<ul style="list-style-type: none"> The practice room should be cleared of all loose books, posters, products for sale, testers, fliers, business cards etc. Nothing should be left out but instead put away in cupboards, so accessible if required <p>DOCUMENT ALL THESE DECISIONS and FILE</p>
Seating for clients	<ul style="list-style-type: none"> Ideally you should have 2 plastic or metal chairs for your clinic space so they can easily be cleaned between appointments – washed with washing-up liquid / sprayed down with anti-microbial cleaner If this is not possible, then couch roll should cover the chair your client is going to sit on. The couch roll should be changed for each client <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINT:</p> <ol style="list-style-type: none"> communicate these points to your client database
Storage of client's belongings	<ul style="list-style-type: none"> When clients disrobe where are they going to put their belongings? Where are you going to put your belongings? Ideally source plastic storage containers / laundry basket / bin liner bag that clients can put all their belongings in If a chair needs to be used instead, then the chair should be plastic or metal. If soft, then covered with couch roll Containers and chair should be cleaned after each client and couch roll disposed of appropriately <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINTS:</p> <ol style="list-style-type: none"> source storage containers / laundry basket / bin liners communicate these points to your client database
Massage couch, pillows, towels etc	<ul style="list-style-type: none"> Will you use couch covers or not? If you use couch covers then they must be replaced for each client, folded carefully. Do you have enough for a full day's work? If not, source more Sanitise couch after each use, especially around the face cradle Easier not to use couch covers and then to sanitise massage couch after each use, especially around the face cradle

	<ul style="list-style-type: none"> • A sheet of couch roll can be used around the face cradle to pad area. This should be changed with each client • Pillows should have a water-resistant non-porous cover on them which can be wiped down after each client. Pillowcases can be used but must be changed after each client • Clean set of towels for each client <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINTS:</p> <ol style="list-style-type: none"> 1. source more couch covers, couch roll, water-resistant pillow covers 2. communicate these points to your client database
Laundry procedure	<ul style="list-style-type: none"> • After each client, all used couch covers, pillowcases, towels should be put into a lidded container / laundry basket / bin liner, tied, and then put in another room, to be washed later. All materials should be washed at a minimum 60°C + or as hot as materials allow. Make sure you wear a face mask and gloves when putting washing in machine. Sanitise container / laundry basket • All couch roll, cleaning clothes and used PPE, face masks and aprons should be disposed of in a separate bin liner and kept in another room. Store for 72 hours before putting into the non-recyclable household bin. Where will this be stored? <p>DOCUMENT ALL THESE DECISIONS and FILE</p> <p>ACTION POINTS:</p> <ol style="list-style-type: none"> 1. purchase rolls of bin liners / black bags 2. communicate these points to your client database
Contact cleaning time for sanitising	<ul style="list-style-type: none"> • Be mindful of contact time for sanitising products (the time wet products must be in contact with the surface can be up to 10 minutes before it is effective). Refer to instructions on cleaning fluid bottles <p>DOCUMENT TIME REQUIRED FOR SANITISERS TO WORK FULLY</p>
Time for full clean of premises	<ul style="list-style-type: none"> • Do a trial run of a full clean and calculate what the minimum time is you need between clients • We suggest a minimum of 30 mins needs to be left between clients, to ensure cleaning products have time to work properly, before the next client arrives. Ensure your diary / booking system leaves enough time between appointments for cleaning • If you use aggressive cleaning materials or are cleaning a building rather than a room – consider taking a COSHH course <p>DOCUMENT TIME REQUIRED FOR A FULL CLEAN BETWEEN CLIENTS</p>

Ventilating clinic/practice room	<ul style="list-style-type: none"> Keep practice room well ventilated between clients. If possible, open windows whilst cleaning. See Page 10 for Ventilation guidelines <p>DOCUMENT ROOM TO BE VENTILATED BETWEEN CLIENTS</p>
Therapist's hygiene protocols	<ul style="list-style-type: none"> Jewellery should be removed before coming into work Therapist to wash hands with soap and warm water (for at least 20 seconds) on entering clinic and then sanitise hands If travelling to work on public transport, therapist should change into work clothing at clinic. Store travel clothing in a storage box / bin liner in another room. Wash hands again Therapist should put on face mask / covering before client arrives and wear at all times when dealing with clients Therapist should open all doors for client Therapist will get client a glass of water if required but better to ask client to bring their own drink Therapist to wash hands with soap and warm water (for at least 20 seconds) after each client Therapist to wash hands with soap and warm water (for at least 20 seconds) after cleaning practice room between clients Therapist to put travel clothes back on before using public transport to get home If working from home remove all work clothes after cleaning practice room Take all work clothes home to be washed in a washable bag / bin liner (see laundry procedure above) All clothes to be washed at 60°C or above to kill virus <p>DOCUMENT ALL HYGIENE PROTOCOLS and FILE</p>
Use of Oils and Wax	<ul style="list-style-type: none"> Consider use of carrier oil vs waxes. If your preference is wax, rather than double-dip the wax pot – use a clean spatula or teaspoon. Do not re-introduce either into the pot if you have touched one. Use small easy to squeeze oil bottles. Have several – use one per each client. Wash out every day with hot soapy water <p>DOCUMENT CHOICE OF OILS and WAX</p>
Personal Care	<ul style="list-style-type: none"> If you change your top between clients, rather than wear a PPE apron, can you remove it without pulling it over your head? Have you considered close fitting button up or zip up tops/shirts instead as these are easier to remove? Does wearing gloves, frequent hand washing and use of disinfectant have an adverse effect on your hands? <p>DOCUMENT PERSONAL CARE METHODS</p>

<p>Client Consultations</p>	<ul style="list-style-type: none"> • Face-to-face consultations should be kept to a minimum amount of time. Instead, carry them out in advance over the phone or via video conferencing • New clients should be sent a Covid-19 consultation & declaration form, plus the standard consultation document and consent form via email a few days before, to be completed and emailed back. Must be GDPR compliant • Existing clients should also be contacted before their appointment to check on their health, follow up to previous therapies etc. and complete the Covid-19 consultation and declaration form • NB: Note health issues to assess suitability as a client in view of contraindications – see Page 21 for guidance • Consider making an allowance regarding cancellation fees, should someone cancel at short notice due to Covid-19 symptoms • Ask all clients to bring their own pen to sign forms, or have a large supply, which you can either clean or throw away <p>DOCUMENT NEW CONSULTATION PROCESS and FILE</p> <p>ACTION POINT:</p> <p>1. communicate these points to your client database</p>
<p>Booking Schedule</p>	<ul style="list-style-type: none"> • Ensure you leave plenty of time between booking clients to enable adequate cleaning & disinfecting time – and to get them in and out of the building. Make allowances for lateness etc <p>DOCUMENT UPDATED BOOKING PROCESS</p>
<p>PAYMENT</p>	
<p>Taking Payment</p>	<ul style="list-style-type: none"> • Consider using direct bank transfer or other electronic methods to take payment prior to each session, to avoid using card machines or cash • Cash payments should be put in an envelope and left until the end of the day • Electronic card machines should be sanitised between each client <p>DOCUMENT PAYMENT METHODS AVAILABLE TO CLIENTS</p> <p>ACTION POINT:</p> <p>1. communicate these points to your client database</p>

ASSESSMENT OF CLINICALLY VULNERABLE CLIENTS – CONTRA-INDICATIONS

<p>Potential contra-indications</p>	<p>People with the following health issues are currently considered “clinically vulnerable” or “extremely clinically vulnerable”</p> <p>HIGH RISK</p> <ul style="list-style-type: none"> • Currently receiving treatments for cancer • Severe lung & respiratory conditions • Recently post-operative • Recently had an organ transplant • Recently had a bone marrow or stem cell transplant • Suppressed immune system – and likelihood to easily develop infections • Pregnant – if accompanied by a serious heart condition • Experiencing severe post Covid-19 circulatory complications – DVT, micro-embolisms, CVA or PE <p>MODERATE RISK</p> <ul style="list-style-type: none"> • Brain and nervous system conditions – Parkinson’s, motor neurone disease, cerebral palsy, MS • Clinically obese – BMI over 40 • Aged 60 years or older – especially older males • Of BAME heritage • Pregnant • Mild lung & respiratory conditions • Heart disease, diabetes, chronic kidney disease and liver disease • Those shielding vulnerable family members • Front-line NHS staff & carers <p>Assess each client on their own merit to decide whether to give massage therapy or not. Use your own professional judgement. If you choose to go ahead be extremely strict with hygiene and use full PPE.</p> <p>NB: You are under no obligation to see anyone. The choice is entirely yours</p> <p>DOCUMENT REASONS FOR ANY CHANGE – and choice to give massage</p> <p>ACTION POINT:</p> <ol style="list-style-type: none"> 1. communicate these points to your client database
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MOBILE VISITS – not permitted in some areas of Scotland

NB: ALL other risk assessment actions listed above should be carried out (where applicable), including Covid-19 screening of client before arrival at venue. You must not enter a home where a household member is shielding, self-isolating or clinically vulnerable. Further information can be obtained from this website [Working in Other People's Homes](#)

- Consider purchasing a car boot liner that can be sterilised
- Ensure you will not meet other household members and there is no one else in the working area whilst you are there

Use of client's bathroom

- Where possible this should be avoided
- Consider taking your own toilet tissue for your use
- Take sealable bag for used PPE and fresh PPE (in a sterile bag) to the bathroom
- Keep on all PPE until you get into the bathroom. Remove gloves and apron and wash hands
- Use toilet, ensuring you close the toilet lid before flushing
- Wash hands and remove mask. Once again, wash hands and replace apron, mask, and gloves

On arrival at venue

- Don mask and gloves. Alert the client that you have arrived. When they come to the door, give them a mask to wear and take their temperature, verbally screen for Covid-19 symptoms
- Take out your QR code poster, for them to scan if they have the NHS Test & Trace app
- Take ALL required equipment to the door of the venue without entering (to minimise number of times entering and leaving the venue)
- Only take bedding into the venue that will be used during the appointment (unused bedding must not be subsequently used if taken into the venue, but must be placed into laundry container for washing)
- Don shoe coverings and take equipment into the treatment room and set up ready for treatment without the client in the room. Touch as few surfaces/client belongings as possible including seating.
- Sanitise all equipment as the treatment area is set up. Place all consumables onto a couch roll covered surface.
- Remove mask and gloves used for setting up, placing in a sealable bag and into the larger sealable bag for removal from the venue
- Don fresh mask, apron and gloves and invite the client in for treatment

Following the session

- Place all waste material into a sealable bag, and into further sealable refuse bag
- Place all laundry in sealable bag and place in lidded container to store in car
- Sterilise all equipment before placing outside of the venue
- Once ALL equipment is outside, bid farewell to client. Remove PPE placing in a sealable bag which is placed in larger sealable refuse bag for later disposal
- Put all equipment in the car

At the end of the working day

- Seal bag containing used PPE, date, and store for 72 hours, place in non-recyclable waste bin
- Launder daily. Don gloves and mask, carefully put used linen in the washing machine with as little disturbance of fabric as possible
- Where possible store massage equipment in the car, rather than bringing in and out of your home

DOCUMENT NEW PROCEDURES and FILE (either hard copy or electronically, revisit and update regularly)

ACTION POINTS:

1. Ensure adequate supply of PPE (including shoe covers)
2. Source bin bags/sealable bags for used PPE/waste and laundry
3. Source car boot liner
4. Source laundry container
5. Print your QR code poster
6. Communicate changes to clients

DAILY RISK ASSESSMENT CHECK LIST – DATE:

RISK	ASSESSMENT OF RISK - ACTIONS TAKEN	DATE	INITIALS
Prior to accepting bookings			
Taking bookings			
Client arrival procedure			
QR Code and temperature taking			
Front door and client greeting			
Reception desk & waiting area			
Bathroom facilities			
Flooring			
Surface areas including desk in clinic room			
Remove books, testers from practice room			
Seating for client			
Storage of client's belongings			
Massage couch, pillows, towels etc			
Laundry procedure			
Contact cleaning time for sanitising			
Time for full clean of practice space			
Ventilating practice room			
Therapist's hygiene protocols			
Use of oils			
Personal Care			
Client Consultations			
Booking Schedule			
Taking Payments			
Contra-indications and assessments			
MOBILE VISITS			

CONSULTATION & CONSENT DOCUMENT – SPECIFIC COVID-19 SCREENING

FULL NAME				
FULL ADDRESS				
POST CODE				
EMAIL ADDRESS				
MOBILE NUMBER				
Are you registered on any Test & Trace app?	YES		NO	
TESTING				
Have you had a positive Covid-19 test in the past 14 days	YES		NO	
Have you been in contact with anyone with either Covid-19, or Covid-19 symptoms, in the past 14 days?	YES		NO	
Has anyone in your household been in contact with anyone with either Covid-19, or Covid-19 symptoms, in the past 14 days?	YES		NO	
If your answer is yes to any, then you should self-isolate according to government advice.				
SYMPTOMS - Have you experienced any of the following in the last 7 days?				
High temperature or feeling feverish	YES		NO	
Persistent cough or having breathing difficulties	YES		NO	
Loss of taste or smell	YES		NO	
If your answer is yes to any, then you should self-isolate according to government advice.				
Do you have any of the following health issues?				
High blood pressure or other heart condition	YES		NO	
Diabetes Type 1 or 2	YES		NO	
Cancer – currently receiving any treatments	YES		NO	
Lung condition – cystic fibrosis, COPD, asthma	YES		NO	
Organ transplant in the last 6 months	YES		NO	
Bone marrow or stem cell transplant in the last 6 months	YES		NO	
Pregnant with a heart condition	YES		NO	
Suppressed immune system and susceptible to infections	YES		NO	

Brain and nervous system conditions	YES		NO	
Heart disease, diabetes, chronic kidney disease and liver disease	YES		NO	
A BMI of 40 or over	YES		NO	
Are you?				
Over 60	YES		NO	
Of BAME heritage	YES		NO	
An NHS front line worker	YES		NO	
A carer – home or care home	YES		NO	
Shielding a vulnerable adult	YES		NO	
Likely to have a companion with you?	YES		NO	
Have you?				
Arrived in the UK from abroad in the last 14 days?	YES		NO	
If so from where:				
Been on holiday in the UK in the last 14 days?	YES		NO	
If so, where:				
Recently been hospitalised, for other than Covid-19?	YES		NO	
If so, for what condition?				
Are you?				
Allergic to latex gloves or any cleaning products – please specify	YES		NO	
<p>SIGNED</p> <p>I solemnly and sincerely declare that the information I have provided is true and correct and I make this solemn declaration conscientiously believing the same to be true.</p> <p>If any person should suffer as a result of this information being found to be untrue and false, then I am aware I can be prosecuted for making a false declaration.</p> <p>Should anyone I have been in direct contact with over the past 14 days tests positive for Covid-19 I will take advice from NHS Test & Trace, my GP, 111 and 119 as to whether it is necessary to inform you</p> <p>Full name:</p> <p>Date:</p>				

THERAPIST DECLARATION & CONSENT FORM – COPY FOR CLIENT

FULL NAME	
FULL ADDRESS	
POST CODE	
EMAIL ADDRESS	
MOBILE NUMBER	
I am connected to a tracing app – NHS Test & Trace	
I have not had a positive Covid-19 test in the past 14 days	
I have not been in contact with anyone with either Covid-19, or Covid-19 symptoms, in the past 14 days - to my knowledge	
I have not been out of the country in the past 14 days	
I take my temperature every day. Today it is:	
Should anyone I have been in direct contact with over the past 14 days tests positive for Covid-19 I will take advice from NHS Test & Trace, my GP, 111 and 119 as to whether it is necessary to inform you	
<p>SIGNED</p> <p>I solemnly and sincerely declare that the information I have provided is true and correct and I make this solemn declaration conscientiously believing the same to be true.</p> <p>If any person should suffer as a result of this information being found to be untrue and false, then I am aware I can be prosecuted for making a false declaration.</p> <p>Full name:</p> <p>Date:</p>	

CLIENT DECLARATION & CONSENT FORM – COPY FOR THERAPIST

FULL NAME	
FULL ADDRESS	
POST CODE	
EMAIL ADDRESS	
MOBILE NUMBER	
I am/ am not connected to a tracing app	
I have not had a positive Covid-19 test in the past 14 days	
I have not been in contact with anyone with either Covid-19, or Covid-19 symptoms, in the past 14 days - to my knowledge	
I have not been out of the country in the past 14 days	
I take my temperature every day. Today it is:	
Should anyone I have been in direct contact with over the past 14 days tests positive for Covid-19 I will take advice from NHS Test & Trace, my GP, 111 and 119 as to whether it is necessary to inform you	
<p>SIGNED</p> <p>I solemnly and sincerely declare that the information I have provided is true and correct and I make this solemn declaration conscientiously believing the same to be true.</p> <p>If any person should suffer as a result of this information being found to be untrue and false, then I am aware I can be prosecuted for making a false declaration.</p> <p>Full name:</p> <p>Date:</p>	

CLIENT / THERAPIST FREQUENT VISIT DECLARATION & CONSENT FORM

CLIENT FULL NAME		
CLIENT EMAIL ADDRESS		
CLIENT MOBILE NUMBER		
THERAPIST FULL NAME		
THERAPIST EMAIL		
THERAPIST MOBILE		
I have not had a positive Covid-19 test in the past 14 days		
I have not been in contact with anyone with either Covid-19, or Covid-19 symptoms, in the past 14 days - to my knowledge		
I have not been out of the country in the past 14 days		
I have checked my temperature today. It is:		
I am/am not connected to a tracing app		
Should anyone I have been in direct contact with over the past 14 days tests positive for Covid-19 I will take advice from NHS Test & Trace, my GP, 111 and 119 as to whether it is necessary to inform you		
<p>SIGNED</p> <p>I solemnly and sincerely declare that the information I have provided is true and correct and I make this solemn declaration conscientiously believing the same to be true.</p> <p>If any person should suffer as a result of this information being found to be untrue and false, then I am aware I can be prosecuted for making a false declaration.</p>		
DATE	THERAPIST	CLIENT

THERAPIST OR CLIENT NAME						
CHART OF TEMPERATURE READINGS – 37.8°C is the threshold for fever						
DATE	AM	PM		DATE	AM	PM
01.11.2020	36.4	36.4				
02.11.2020						
03.11.2020						
04.11.2020						
05.11.2020						
06.11.2020						
07.11.2020						
08.11.2020						

CHECK LIST IN PREPARATION FOR CLIENT ARRIVAL

DATE:

CLIENT INITIALS:

ACTION	COMMENTS	YES	NO
Pre- consultation complete			
Confirmation of no symptoms			
Decision made to massage or not			
Schedule with 30-minute minimum gap from previous client			
Pre-paid			
Confirmation email with what to expect sent			
Consent forms signed			
Brought own pen & water			
All external areas cleaned			
Practice space cleaned			
New linens			
Wearing clean clothes & PPE			
Client clothes container ready			
Client mask ready inside front door			
Sanitiser & paper towels in bathroom			
DOCUMENTS			
Initial consultation			
Covid-19 consultation			
Therapist declaration			
Client declaration for follow ups			

Full name:

Date:

DAILY CLEANING CHART – DATE:

ITEM	TIME	TIME	TIME	TIME	TIME	TIME	TIME
Outside doors							
Inside doors							
Stairs / lift							
Hall / Reception area							
Bathroom							
Practice room							
Desk / table							
Flooring							
Client Seating							
Fresh couch roll							
Client clothes container							
Massage table							
Face Cradle							
Fresh linens							
Fresh cradle cover							
Fresh oil container							
Room aired							
30-minute client gap							
AT THE END OF THE DAY							
Bins emptied							
Laundry							
Complete cleanse daily							
PPE bagged up							

Full name:

Date:

THE PROCESS – For those yet to return to work

MANAGING PREMISES & CLIENTS – BEFORE, DURING & AFTER SESSIONS

RISK ASSESSMENT

- Do I have to do one? **YES!!! – EVERYBODY MUST, FOR THE PREMISES & EVERY CLIENT**

Pre-preparation

- Update info on your website & all social media outlets
- Contact all clients with full information on what will happen when they book next
- Include a temperature chart to complete and help make aware of Covid-19 symptoms
- Full premises risk assessment

Before each session

- New clients – initial full consultation & Covid-19 awareness will be via phone or video conferencing, not face to face.
- Existing clients – status update & Covid-19 awareness – also via phone or video conferencing
- Send documents in preparation, as per Section 9, page 11
- If you use email to send and receive info, ensure the method is GDPR compliant
- During the consultation, do a risk assessment of suitability of client for soft tissue therapy, as per Page 20
- When you have agreed to give a massage, send email confirming again what will happen
- Encourage client to pre-pay to avoid touching cash or machines in situ

Premises preparation

- Prepare premises and self as per the risk assessment

Things to remind each client prior to session

- Check their temperature and note any possible Covid-19 symptoms. The most common are: -
 - Dry persistent cough or breathing difficulties
 - Temperature over 37.8° Centigrade or feeling feverish
 - Lack of taste or smell
- If in doubt, postpone the session
- Arrive on time, leaving belongings in the car boot if possible
- Wear light easy to remove clothes and no jewellery
- Bring their own pen and water
- Bring their own mask if they have one
- Do they have the NHS Test & Trace app on their phone – if in England and Wales
- Have they pre-paid?
- What to expect when they arrive at the premises

Managing client on arrival – use the check list of instructions or create signage

- You greet them wearing full PPE
- Not to touch anything on the premises as they walk in
- Don a mask – before arrival if their own. Inside the main door if not
- Take off their shoes
- Take their temperature
- Scan the NHS Test & Trace QR code
- Wash hands and sanitise – dry with paper towels and dispose into a lined pedal bin
- Walk into practice room
- Remove clothes and leave in the container

Managing client on departure

- Leave all linens on massage table – request clients do not tidy or help fold up
- Put on shoes
- Do not touch anything on exit – still wearing own mask, or leave it in a bin at the door

After each client session – and at the end of each day

- Follow risk assessment guidelines for gaps between clients, clearing and cleaning
- Follow risk assessment guidelines for clearing and cleaning at the end of the day, including laundry and disposal of PPE

WORKING FROM HOME

- Complete the risk assessment looking specifically at all areas the client will pass through, and the practice room used.
- Respond to those risks by following the government guidelines. You need to ensure that you have all risks covered if you work from home.
- Abide by government guidelines regarding visitors to your home.
- Make sure your insurer knows you are back to work.

MOBILE VISITS – not in Scotland

- These are permitted in England, Wales and N Ireland
- Perform a full mobile risk assessment – see Page 21 - and abide by the government guidelines.
- Full PPE at all times

NB: In Scotland, Mobile Therapists have not yet been allowed back to work. It is not likely now until 2021.