

UCO clinic Risk Assessment Overview focussing on Face to Face Consultations at the UCO Clinic, Borough High Street Road.

This summary has been adapted from IO guidance: <https://www.iosteopathy.org/covid-19/adapting-your-practice/>

A range of guidance has been used to inform our risk assessment Mitigating action – full details actions are available in the “UCO Clinic: Clinical Policy and Guidance - following COVID-19” document

We have assessed our practice for risks outlined and put in additional processes as detailed below

An overview of measures taken to adapt UCO clinic for operating in the current COVID-19 situation.	
Undertaken a risk assessment	<p><i>The risk assessment has been developed between 1st of June 2020 and 26th of June 2020. It was reviewed after a site visit on 22nd of June 2020 and further reviewed on the 14/10/2020. This review has been provoked by the relocation of UCO’s clinical service to the Borough High Street Site. We will further review implementation, in response to feedback received and changes in guidance from central government (eg Public Health England, HSE, etc), the Institute for Osteopathy and the Office for Students.</i></p> <p><i>We have considered the needs of patients, staff and students as well as the physical environment.</i></p>
Heightened cleaning regimes	<p><i>Cleaning regimes are being supervised by clinical tutors and the reception team.</i></p> <ul style="list-style-type: none"> ● <i>Clinic rooms will be cleaned between patient by students. Cleaning checklist is provided.</i> ● <i>Waiting room area cleaned hourly.</i> ● <i>Additional hand sanitisation stations in communal areas.</i> ● <i>Cleaning contractors clean before and after session, during session cleaners focus on communal areas.</i> ● <i>Clinic tutors responsible for cleaning teaching areas. Products available in each room.</i>
Increased protection measures	<ul style="list-style-type: none"> ● <i>Plinth covers removed from treatment rooms.</i> ● <i>Pillows changed and now wipeable with disinfectant.</i> ● <i>Hands free bins installed throughout clinic.</i> ● <i>Chairs changed to facilitate wiping down and disinfecting.</i> ● <i>Additional procedures and cleaning for parents when changing infants’ nappies</i> ● <i>PPE supplied for all staff and students engaged in patient contact as per appropriate guidance for the UCO clinic context.</i> <ul style="list-style-type: none"> ○ <i>Exempt face covering clinicians and students observe only at social distance, whilst wearing visor</i> ● <i>Change and disposal of PPE procedures implemented.</i> ● <i>Scrubs will be worn by students and staff engaged in patient contact.</i> ● <i>Procedure for changing outside clothing to scrubs initiated as well as disinfection of material brought into clinic (eg. Mobile phones).</i> ● <i>Procedures for eating and use of shared areas initiated alongside disinfection expectations after use.</i>

	<ul style="list-style-type: none"> • <i>Doors open where possible, staff and student to open doors for patients.</i> • <i>Ventilation procedures implemented</i> • <i>Clinic timings and volumes reduced to limit travel and busy times.</i> • <i>Perspex cover installed on reception front desk.</i> • <i>Reception waiting area re-arranged to comply with social distancing.</i> • <i>Hand sanitisation on entry into the building.</i> • <i>Workstation use and disinfection procedures implemented.</i> • <i>All rooms have had non-essential material removed.</i> • <i>Screening procedures in place for staff and those seeking consultations to identify risk of suffering from Covid-19 and or additional risk of serious consequences of suffering from Covid-19.</i> • <i>Increased signage through building.</i> • <i>Sharepoint area developed for further information for staff and students. Clinic site focussed on management of Covid-19</i> • <i>Cashless payments only accepted.</i>
<p>Put in place distancing measures</p>	<ul style="list-style-type: none"> • <i>Allocation of practice partners and small teams put in place as well as minimisation of unneeded movement and contact between people in clinic developed.</i> • <i>Student tutor discussions confined where possible to allocated treatment rooms, if in communal areas numbers limited and social distancing in place.</i> • <i>Clinic timings and volumes reduced to limit travel and busy times.</i> • <i>Clinic appointments have been staggered to reduce volumes of patients arriving, guidance given to patients about attending alone unless requiring a chaperone and to arrive no earlier than 5 minutes before allotted appointment time.</i> • <i>Reception waiting area re-arranged to comply with social distancing.</i> • <i>Movement within the clinic arranged to allow social distancing.</i> • <i>Developed a virtual clinic to deliver clinical and work based learning to students who are not physically in the UCO clinic.</i> <ul style="list-style-type: none"> ○ <i>The virtual clinic focussed on the Summer 2020 period when the clinic was not offering face to face clinical appointments. It is not currently running for student learning purposes as students are working in the clinic with appropriate PPE. Virtual consultations are still being offered to all patients and implemented on a preference and risk assessment basis.</i>
<p>Training</p>	<ul style="list-style-type: none"> • <i>All staff and students have received Clinical Policy and Guidance following Covid-19 document which includes the expectation of reviewing training material before attending clinic.</i> • <i>Understanding of key infection control and policy checked by self-declaration (questionnaire) prior to attendance.</i> • <i>Staff briefed and trained on updated clinic policies and infection measures: Training and induction and scenario training. implemented on attendance prior to patient contact including putting on/removal of PPE safely and management of a patient who is identified as potentially having symptoms of Covid-19 whilst at the clinic.</i>

Providing remote/telehealth consultations	<ul style="list-style-type: none"> • All patients will have telephone pre-screening call to identify risk of having symptoms and risk of consequences of infection. • Algorithm implemented for reception team to follow includes deferral to clinician for further assessment, referral and or offer of virtual consultation. • Follow-up/maintenance appointments available via telephone/video call. • Exercise and wellbeing group remote interventions being developed, in pilot phase.
	(Document last updated: 25/11/20 by Steven Vogel)

Protection of staff and patients before they visit, and when in, the clinic. We have assessed the following areas of risk in our practice and put in place the following precautions			
	Description of risk	Mitigating action – full details of mitigating actions are available in the “Clinic-Operational-Plan-24-11-2020-Autumn-Term-Working-Documents-For-All Final” document	When introduced
Pre-screening for risk before public/patients visit the clinic	<p><i>Exposure to Covid-19 for those attending the clinic</i></p> <p><i>Exposure to Covid-19 of those at high risk of serious consequences of infection</i></p>	<ul style="list-style-type: none"> • Continue to offer virtual consultation to all <p><i>If a virtual consultation does not meet the needs of the patient, pre-screening by telephone for a patient (and chaperone if relevant) before they arrive in the clinic will be implemented. Question schedule and flow chart have been provided along with training to reception staff.</i></p> <ul style="list-style-type: none"> • Screening for symptoms of COVID 19 and recent COVID 19 test • Screening for extremely clinically vulnerable patients/been advised to shield in the past <ul style="list-style-type: none"> • Screening for additional conditions related to clinical vulnerability to serious consequences of infection • Screen for contact with or had/has symptoms of COVID-19 in last 14 days? <p><i>Those that are identified as at risk in the screening process will be advised either to seek further help (eg 111, GP etc) or be offered a virtual consultation.</i></p> <p><i>Information about risk of infection and brief mention of our risk mitigation procedures will be offered to patients and a summary note of screening and information given recorded.</i></p>	29/6/20

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		<i>On arrival temperatures will be taken and clinicians may further screen patients. Those identified as at risk will be isolated and appropriate decisions taken as to whether they need urgent care or advice.</i>	
Protecting members of staff and students	<p><i>Exposure to Covid-19 for those attending the clinic</i></p> <p><i>Exposure to Covid-19 of those at high risk of serious consequences of infection</i></p> <p><i>Attending clinic is unreasonable given individual circumstances (eg. Care responsibilities, travel risk and practicalities)</i></p>	<p><i>Head of Clinical Practice discussed arrangements with Team leaders who in turn carried out discussions with members of their team about their availability, context and concerns.</i></p> <p><i>HR disseminated questionnaire to identify staff and students’ circumstances and risk</i></p> <p><i>The “Clinic-Operational-Plan-24-11-2020-Autumn-Term-Working-Document-For-All Final” document has been disseminated to all. This offers guidance, procedures, and training resources. Additional guidance added bespoke to consulting with children.</i></p> <p><i>Induction and training have been carried out for all staff and students attending clinic.</i></p> <p><i>Confirmatory questionnaire disseminated (currently as a pilot) testing knowledge and offering the opportunity for further concerns or the need for training to be disclosed.</i></p> <p><i>PPE and associated training provided for all staff and students as appropriate to their role.</i></p> <p><i>Procedures for isolating and then leaving the building for those who develop symptoms related to COVID-19.</i></p> <p><i>Reception area on arrival at BHS provides clear signage and filtering of patients to the reception area and waiting area</i></p> <p><i>Patients given surgical face masks on entry.</i></p>	<p><i>Early discussions between team members began mid June, HR questionnaire sent out week beginning 29/06/20 for confirmation – induction delivered for all staff and students attending clinic on a rolling basis. Follow up questionnaire checking knowledge and receipt of information in process from HR. Additional guidance for children’s’ clinic 21/8/20</i></p>

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Confirmed cases of COVID 19 amongst staff or patients?	<p><i>Exposure to Covid-19 for those attending the clinic</i></p> <p><i>Risk of community spread of Covid-19</i></p>	<p><i>Staff or students who develop symptoms, or are confirmed as having COVID-19 or come into contact with confirmed COVID-19 cases will follow the guidance in “Clinic-Operational-Plan-24-11-2020-Autumn-Term-Working-Document-For-All Final” document. This involves following stay at home advice, informing UCO and criteria for return to work. In addition, the Outbreak Management plan has been approved by Southwark Public Health and is published and in place.</i></p> <p><i>Patients will be advised to contact UCO should they develop symptoms of COVID-19 after visiting the clinic.</i></p> <ul style="list-style-type: none"> <i>Staff and students in contact with patient will be advised to keep alert for symptoms of Covid-19.</i> 	<p><i>Updated 13/10/20 to include signed off Outbreak Management plan</i></p>
Travel to and from the clinic	<p><i>Exposure to Covid-19 for those travelling to and from work</i></p> <p><i>Risk of community spread of Covid-19</i></p>	<p><i>Clinic time opening has been scheduled to minimise travel at peak times.</i></p>	<p><i>29/6/20</i></p>
Entering and exiting the building	<p><i>Exposure to Covid-19 for those attending the clinic</i></p>	<ul style="list-style-type: none"> <i>Procedures for change of clothing into scrubs and disinfection of material from outside of the clinic implemented.</i> <i>Patient numbers limited, and patients asked not to attend clinic more than 5 minutes earlier than scheduled appt.</i> <i>Staff, students and patients will disinfect hands on entry to building.</i> <i>Temperatures of Staff, students and patients taken on entry.</i> <i>Travel through clinic marked, with social distancing procedures in place.</i> <i>Reception area on arrival at BHS provides clear signage and filtering of patients to the reception area and waiting area</i> 	<p><i>29/6/20</i></p> <p><i>24/11/20: Filtering of patients and additional signage added</i></p>

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Reception and common areas	<i>Exposure to Covid-19 for those attending the clinic</i>	<ul style="list-style-type: none"> • <i>Patient numbers limited, and patients asked not to attend clinic more than 5 minutes earlier than scheduled appt.</i> • <i>Waiting area social spaced, all but essential material removed from waiting area.</i> • <i>Contactless payment only accepted.</i> • <i>Perspex screen installed at reception desk.</i> • <i>Patients given surgical face masks on entry.</i> • <i>Additional ventilation organised for patient reception and waiting area</i> • <i>Ground floor toilets for patient visitor use</i> • <i>Adjusted use of lift and main stairs, additional signage to ensure those using stairwell stay left, clinical staff and students to ascend and descend stairs, other staff and students to descend stairs via fire escape stairwell, collection of patient procedures to include one way system in waiting area, lift use for patients if appropriate.</i> 	29/6/20 24/11/20: <i>Surgical masks for patients additional ventilation, use of toilets and lift and stairwell use adjustments</i>
Social/physical distancing measures in place	<i>Exposure to Covid-19 for those attending the clinic</i>	<ul style="list-style-type: none"> • <i>Staggered appointment times and reduced patient numbers introduced to minimise overlap of attendance in reception.</i> • <i>Signage about social spacing implemented.</i> 	29/6/20
Face to face consultations (in-clinic room)	<i>Exposure to Covid-19 for those attending the clinic</i>	<ul style="list-style-type: none"> • <i>Staff and student to maintain social distancing through consultation where possible.</i> • <i>PPE worn by those with patient contact – including the use of face shield for treatment based on risk assessment and close proximity to the head and neck</i> • <i>Patients asked to come alone unless requiring a chaperone; chaperones screened on entry</i> • <i>Eye protection to be worn by clinicians for all paediatric patients not wearing a mask</i> 	29/6/20 21/08/20

Table 2b Hygiene measures

We have assessed the following areas of risk in our practice and put in place the following heightened hygiene measures

	Description of risk	Mitigating action	When introduced
Increased sanitisation and cleaning	<i>Exposure to Covid-19 for those attending the clinic</i>	<ul style="list-style-type: none"> • <i>Clinic rooms - plinths, desk, door handles, equipment chairs – disinfected between each patient.</i> • <i>Reception surfaces, doors and door handles, chairs, taps, card machines etc. regularly disinfected.</i> • <i>Cleaning staff clean before each session and at intervals in the day. Tutors supervise cleaning of clinic rooms by students, receptionist disinfect waiting room areas and hard surfaces hourly.</i> • <i>Removed unnecessary materials from treatment rooms, waiting areas and teaching areas.</i> • <i>Doors open where possible, procedures to avoid patient contact with door handles in place</i> • <i>Chairs replaced to enable effective disinfection</i> • <i>Plinth covers removed</i> • <i>Disinfection of treatment rooms procedure in place between patients</i> 	29/6/20
Aeration of rooms	<i>Exposure to Covid-19 for those attending the clinic</i>	<ul style="list-style-type: none"> • <i>Doors left open between patients.</i> • <i>Procedure implemented to ventilate corridors, team points and treatment rooms – window opening and positioning of additional electric fans</i> 	29/6/20 24/11/20 <i>additional ventilation procedures introduced</i>
Staff and student hand hygiene measures		<ul style="list-style-type: none"> • <i>Bare below the elbow/hand washing before and after patients with soap and water for at least 20 seconds, including forearms/use of hand sanitiser gel/ use of gloves implemented.</i> • <i>Instructions supplied to all staff and students on hand washing.</i> 	29/6/20
Respiratory and cough hygiene		<ul style="list-style-type: none"> • <i>Check initiated to ensure staff and students familiar with coughing and procedures and use of tissues.</i> • <i>More tissues and hand sanitisers provided throughout building.</i> • <i>Provided waste bins (lined and foot-operated).</i> • <i>Hand hygiene facilities available for patients, visitors, and staff.</i> 	29/6/20

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	Description of risk	Mitigating action	When introduced
		<ul style="list-style-type: none"> • Patient give surgical mask to wear on entry to clinic 	

Table 3. Personal Protective Equipment: Detail here your policy for use and disposal of PPE

Clinicians will wear the following PPE	<ul style="list-style-type: none"> • Single-use nitrile gloves and plastic aprons to be used with each patient. • Fluid-resistant surgical masks to be used for all patient contacts. • Eye protection, e.g. if there is a risk of droplet transmission or fluids entering eyes provided for patient contacts as required. • Eye protection to be worn by clinicians for all paediatric patients not wearing a mask. • Additional glove change requirements for intraoral assessment with neonates • Exempt face covering clinicians and students observe only at social distance, whilst wearing visor
When will PPE be replaced	<ul style="list-style-type: none"> • Training given to staff and students on use and replacement of PPE. • PPE masks to be used for a single session unless a need to change it occurs more frequently.
Reception staff will wear the following PPE	<ul style="list-style-type: none"> • Reception team work as a bubble • Perspex screen provided on front desk • Social distancing implemented • Changes to workstation allocations to avoid sharing and disinfection procedures implemented.
PPE disposal	<ul style="list-style-type: none"> • Pedal bins procured and used for disposal of PPE • Cleaning contractors dispose of material as per their protocols

Table 4. Communicating with patients: Detail here how you will advise patients of measures that we have taken to ensure their safety and the policies that have been put in place in our clinic

Publishing your updated clinic policy	<ul style="list-style-type: none"> • Policy distributed to all staff and students by email and available on SharePoint along with additional information and resources. • Information given to patients on booking and verbally on arrival • Available on website
Information on how you have adapted practice to mitigate risk	<ul style="list-style-type: none"> • Website has been updated on a rolling regular basis • SharePoint site for students and staff

