

GCMT RISK ASSESSMENT GUIDELINES – EXAMPLE, OCTOBER 2020

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 style="color: green;">DOCUMENT ALL THESE DECISIONS and FILE (either in hard copy or electronically, revisit and update regularly)</p> <p style="color: red;">ACTION POINTS:</p> <ol style="list-style-type: none"> 1. source face masks for therapists and clients to use

	<p>2. communicate these points to your client database via email, posted letter, phone call just before you return to work</p>
QR code	<ul style="list-style-type: none"> Have you created and printed off your QR code poster ready for scanning? <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"> 1. source Perspex screen, face masks / coverings, face visor and gloves for reception staff 2. communicate these points to your client database
<p>Waiting area</p>	<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
<p>Bathroom facilities</p>	<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
<p>Flooring</p>	<ul style="list-style-type: none"> • If you have lino, tiled or wooden flooring, wash daily

	<ul style="list-style-type: none"> • 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
<p>Surface areas including desk in clinic/practice room</p>	<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>
<p>Remove all books, testers, products for sale, posters etc from clinic/practice room</p>	<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>
<p>Seating for clients</p>	<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"> 1. communicate these points to your client database
<p>Storage of client’s belongings</p>	<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"> 1. source storage containers / laundry basket / bin liners 2. communicate these points to your client database
<p>Massage couch, pillows, towels etc</p>	<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 • 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
<p>Laundry procedure</p>	<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
<p>Contact cleaning time for</p>	<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

sanitising	<p>can be up to 10 minutes before it is effective). Refer to instructions on cleaning fluid bottles</p> <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.

	<ul style="list-style-type: none"> • 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>
<p>Personal Care</p>	<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> <ol style="list-style-type: none"> 1. communicate these points to your client database
<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>	

Taking Payment

- 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

DOCUMENT PAYMENT METHODS AVAILABLE TO CLIENTS

ACTION POINT:

1. communicate these points to your client database

ASSESSMENT OF CLINICALLY VULNERABLE CLIENTS – CONTRA-INDICATIONS

Potential contra-indications

People with the following health issues are currently considered “*clinically vulnerable*” or “*extremely clinically vulnerable*”

	<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 70 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

MOBILE VISITS – not permitted in Scotland	
	<p>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</p> <ul style="list-style-type: none"> • 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
	<p>Use of client’s bathroom</p> <ul style="list-style-type: none"> • 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
	<p>On arrival at venue</p> <ul style="list-style-type: none"> • 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
	<p>Following the session</p> <ul style="list-style-type: none"> • Place all waste material into a sealable bag, and into further sealable refuse bag

	<ul style="list-style-type: none"> • 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
	<p>At the end of the working day</p> <ul style="list-style-type: none"> • 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
	<p>DOCUMENT NEW PROCEDURES and FILE (either hard copy or electronically, revisit and update regularly)</p> <p>ACTION POINTS:</p> <ol style="list-style-type: none"> 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