

# Risk assessment for **Achilles Healers Sports Therapy**

**Company name: Achilles Healers Sports Therapy**

**Date of risk assessment: 28<sup>th</sup> July 2020**

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Clinic Entrance	Client by trip or fall	Keep entrance pathway clear of weeds and debris, clean front step, make sure doormat is secure, ensure non-slip mat inside front door.	Regular checks and cleaning of the entrance and pathway.	Richard Daley	Ongoing	22 June 2020
Stairwell of clinic	Client could trip on carpet or lose balance if not holding handrail.	Ensure carpet is firmly secured and that handrail fixings are not loose.	Regular checks of carpet and cleaning of handrail.	Richard Daley	Ongoing	22 June 2020
Clinic Room / Manual Handling	Client because of trips over wires, fall off stool or fall off couch.	Ensure wires are secured and to the side of the room. Check stools for stability and regular maintenance of electric couch. Ensure therapist restrains client when close to edge of couch.	Maintain vigilance during the working day. Check furniture on a regular basis and replace if any wear and tear.	Richard Daley	Ongoing	22 June 2020
Fire	Client and Therapist	Fire Extinguisher in Clinic and a 2 <sup>nd</sup> Extinguisher in the hallway.	Check Fire Extinguishers on a monthly basis for pressure level. Replace if faulty or if expired.	Richard Daley	Ongoing	22 June 2020
Electrical Equipment	Client and Therapist	PAT testing of Electrical Equipment on an annual basis by UK Safety Management (each July). Carried out on 20 <sup>th</sup> July 2020.	Service Deep Oscillation machine every 2 years & change the battery. Check electrical wires on a monthly basis for any faults (possibly caused by treatment couch rolling over wire) etc	Richard Daley	PAT test carried out on 20 July 2020	20 July 2020
Lotion & Mediums	Clients – allergic reaction or anaphylactic shock	Ensure Massage Lotions are Hypoallergenic. Questions asked on consent form regarding allergies and prior to using certain products like talcum powder.	Check if any changes to Naqi Lotion contents when ordering a new supply.	Richard Daley	Ongoing	22 June 2020
First Aid Emergency	Client requires attention in clinic due to a first aid emergency	Follow guidance from either St John Ambulance or Red Cross First Aid App and/or training from First Aid course taken in November 2017.	Keep First Aid App on phone for immediate reference. Have mobile phone in clinic to call 999 if necessary. Take a First Aid refresher course before 3 year expiry (November 2020).	Richard Daley	Diary for 1 <sup>st</sup> Oct / November 2020 to take a follow up First Aid Course.	TBA
<b>Covid-19 Infection</b>	Client, Therapist, Visitors and Residents	Daily Sanitisation, Cleaning in between Clients, Signage, PPE, COSHH Assessments and Waste Disposal per their guidelines.	Keep updated on best practice. Regularly visit HSE and Gov.UK websites for up to date regulation and advice.	Richard Daley	Ongoing	19 June 2020
Client Consultations	Therapist and Client	Keep Face-to-face consultations to a minimum amount of time.	Carry them out in advance over the phone or via video conferencing	Richard Daley	Ongoing	22 June 2020

Client Consultations	Therapist and Client	New clients are sent the new consultation & declaration form, plus the standard consultation document via email a few days before, to be completed and emailed back	Make documentation freely available on the website. Send via e-mail. Ask forms to be scanned and e-mailed back before treatment.	Richard Daley	Ongoing	22 June 2020
Client Consultations	Therapist and Client	Existing clients to be contacted before their appointment to check on their health, follow up to previous therapies etc., and complete the new consultation and declaration form	E-mail existing clients new procedure with links to website forms.	Richard Daley	Ongoing	22 June 2020
Client Consultations	Therapist and Client	Note health issues and allergies to assess suitability as a client in view of contraindications	Website to show links to NHS website regarding contraindications to treatment.	Richard Daley	Ongoing	22 June 2020
Client Consultations	Therapist and Client	Make allowance regarding cancellation fees, should someone cancel at short notice due to Covid-19 symptoms	No cancellation fee due to Covid-19 reasons.	Richard Daley	Ongoing	22 June 2020
Client Consultations	Therapist and Client	Ask all clients to bring their own pen to sign forms, or have a large supply, which you can either clean or throw away	Make this part of initial contact e-mail and also publish guidelines on website.	Richard Daley	Ongoing	22 June 2020
Booking Schedule	Avoid two clients from meeting on the premises.	Ensure to 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	Make appointments 90 minutes to allow sufficient leeway before and after treatment.	Richard Daley	Ongoing	22 June 2020
Taking Payment	Client cross contamination if using a chip and pin machine	Use Invoicing, direct bank transfer or other electronic methods to take payment prior to each session, to avoid using card machines or cash	SumUp system allows invoicing as well as contactless payments up to £45.	Richard Daley	Ongoing	22 June 2020
Taking Payment	Therapist risk of contamination through paper and cross contamination to other clients.	Cash payments should be put in an envelope and left until the end of the day	Ask for money in a sealed envelope which is only handled in line with PPE disposal.	Richard Daley	Ongoing	22 June 2020
Taking Payment	Therapist and clients through cross contamination	Electronic card machines should be sanitised between each client	Avoid the need by asking for pre-payment by bank transfer or invoice.	Richard Daley	Ongoing	22 June 2020
Cleaning Equipment and PPE stocks	Clients if insufficient PPE to give adequate protection from Therapist	Keep an Inventory and stock take on a weekly basis. Order new supplies in good time. Keep 2 weeks surplus of PPE and cleaning equipment.	Diary a reminder for each Saturday to stock take and reorder.	Richard Daley	Ongoing and weekly stock take	22 June 2020
Where should the client wait before their appointment?	Avoid two clients meeting and avoid new client arriving before therapist has prepared clinic.	Stay in their car until I text / phone them to say I am ready for them.	Pre-warn client in e-mail and via disclaimer on website.	Richard Daley	Ongoing	22 June 2020
What if client comes by public transport and the weather is bad?	Risk of new client arriving before previous client exited and before therapist has cleaned clinic.	Advise client there is no waiting room and to try to arrive at the designated time & bring a brolly.	Consider erecting a gazebo on the front driveway as an open air waiting room.	Richard Daley	Ongoing	22 June 2020
What if they have a companion?	Minors (U16), Females and Elderly may require a chaperone which increases the risk to exposure for the therapist.	Provide facemask for chaperone and follow the exact same hygiene protocols for the chaperone in clinic as the client.	Warn clients of the limited space in clinic via e-mail and on website, although often a chaperone is essential. Clients to come alone to their appointment, whenever possible	Richard Daley	Ongoing	22 June 2020

Contaminated clothing	Client could bring virus into clinic and pose hazard to therapist and other clients.	Key workers to change out of work clothing and shower before coming to their appointment, especially NHS frontline staff	Make this known in welcome e-mail as an attachment and post on website.	Richard Daley	Ongoing	22 June 2020
Overlapping clients	Cross contamination	Ask Client to arrive as close to appointment time as possible	Explain this in e-mail	Richard Daley	Ongoing	22 June 2020
Unnecessary clothing and bags	Potential risk of bringing virus into clinic harmful to therapist and other clients	Client to leave coats / bags in car if possible (out of sight in boot)	Explain in e-mail and on website	Richard Daley	Ongoing	22 June 2020
Face Covering	Risk of droplets being expelled in coughs and sneezes harmful to therapist and other clients.	Client to don face mask / covering if they have one, otherwise there will be one for them inside front door	Sign in entrance hallway as well as on e-mail and on website	Richard Daley	Ongoing	22 June 2020
Who is going to open the front door?	Virus on door handle. Risk to other clients.	If the client is going to open the door then the bell / door handle will need to be sanitised before each client arrives.	Front door handle cleaned between each client.	Richard Daley	Ongoing	22 June 2020
Footwear	Bringing virus in on shoes. Risk to other clients and therapist.	Advise client to remove footwear in hallway, place in box.	Provide a sealed box in which to place shoes in hallway. Clean the box after each client.	Richard Daley	Obtained box for shoes in hall	24 June 2020
Handrail	Transmit virus by touching handrail	Handrail and banister on stairs & all touchable surfaces will need to be sanitised before each client arrives.	This is part of cleaning routine between clients.	Richard Daley	Ongoing	22 June 2020
Touching surfaces & Door handles	Client may touch other door handles if signage is not clear, increasing risk of contamination for other clients.	Advise the client where they should go once in the building. Ensure hand sanitiser is used in hallway. Ensure face mask is affixed, to cover mouth and nose. Ask client to go directly into the clinic room. Once in clinic ask if they need to use the bathroom to wash their hands. If not, use hand sanitiser in clinic room to disinfect their hands, on arrival and exit.	Automatic hand sanitiser machines are in the hallway and the clinic room. Paper towels and a foot pedal bin are in the bathroom with a pump action anti-bacterial handwash. Clean and sanitise the bathroom if used by the client (part of the regime between clients).	Richard Daley	Ongoing	22 June 2020
Opening front door	If client touches handle this may lead to cross contamination.	I will open the front door. A sign will be put on the outside of the door reminding clients to wait until their appointment time and that I will open the door for them	Advise in e-mail and on website. If client touches the handle this will be cleaned anyway as part of regime between clients.	Richard Daley	Ongoing	22 June 2020
Greeting the client	PPE must be worn and sanitisation must be completed prior to opening the door to avoid risk to therapist and client	Regime in place to ensure PPE is worn and sanitisation is complete before opening door.	Part of regime between clients. Door to lounge closed prior to opening front door to client.	Richard Daley	Ongoing	22 June 2020
Hallway	Remove coats from rack to avoid any cross contamination	All coats to be removed from hallway area, and anything that could harbour infection	Already done and checked on a daily basis.	Richard Daley	Ongoing	22 June 2020
Bathroom / Toilet	Cross contamination risk between clients	Remove all other towels and only provide paper towels with a pedal bin (with liner) for client to use (with anti-bacterial pump dispenser).	Clean between each client. Clean toilet seat and lid if toilet used by client. Purchased and installed paper towel dispenser	Richard Daley	Paper Towel dispenser installed 7 July 2020	7 July 2020
Hot Water Tap	Risk to client burning hands in hot water	Warning sign for Hot Water	Purchased Hot Water sign for bathroom. Reduce temperature of water using thermostat on boiler if necessary.	Richard Daley	Completed	24 June 2020

My family members using bathroom	Cross contamination	During the working day, I will clean the bathroom after each use by a family member in line with client cleaning regime.	Clean after each bathroom visit.	Richard Daley	Ongoing	22 June 2020
Hand Sanitiser Dispensers	Ensure they are filled & working each morning to avoid risk of virus transmission to other clients.	Automated Hand Sanitiser Dispensers are inside the front door and in the Treatment Room.	Check daily and as part of stock take each week.	Richard Daley	Ongoing	22 June 2020
Surface areas including desk in clinic/practice room	Cross contamination risk to client and therapist	Cleaned each morning and between each client.	Part of cleaning regime between clients.	Richard Daley	Ongoing	22 June 2020
Unnecessary Books and Equipment in clinic	Could harbour virus on surfaces	All surfaces will be kept clear of clutter, books etc, so it will be quick and easy to disinfect the whole surface between clients The practice room will be cleared of all books, posters, products for sale, testers, fliers, business cards etc. Nothing will be left out but instead put away in cupboards, so accessible if required. 2 metal chairs, easy to clean between clients.	Remove all unnecessary items from clinic. Store these items in other rooms.	Richard Daley	Ongoing	22 June 2020
Client paperwork	Paper given by client to therapist may contain virus	Paper to be placed in a plastic wallet and then sanitised & stored outside of treatment room. Clients' notes will be kept in a plastic folder (so easily cleaned) and only one client notes in the treatment room at once.	New regime for sterilizing notes at the end of each treatment and at the end of each day. <b>Consider using a paperless system for notes.</b>	Richard Daley	<b>Investigating paperless system (ongoing)</b>	<b>TBA</b>
Storage of client's belongings	Risk of virus on clothing	Provide a plastic storage container for client to use to store all clothing and valuables.	Clean plastic storage container between clients.	Richard Daley	Obtained a box with a lid	24 June 2020
Seating in clinic	Cross contamination	2 chairs will be plastic PVC or metal which can be easily cleaned after each treatment.	Cleaned as part of regime between clients.	Richard Daley	Ongoing	22 June 2020
Treatment Couch/Plinth, pillows, towels etc	Cross contamination	Use plastic PVC plinth covers as well as disposable couch covers, couch roll, disposable face covers and wipe clean surfaces for bolsters, pillows and face cradles. Sanitise after each client.	Dispose of paper in a pedal bin with a lid. PVC surfaces are all wipe clean between clients. Part of regime and stock take each week to ensure sufficient supplies.	Richard Daley	Ongoing	22 June 2020
Towels	Cross Contamination	Towels will be single use. Pedal bin with a liner and a lid to be used to store the used towels until the end of day when they will be placed in the washing machine whilst wearing PPE and gloves and then washed at 60 degrees.	Pedal Bin with liner is in the treatment room and this will be sanitised at the end of each day.	Richard Daley	Purchased Pedal bin with lid	19 June 2020
Laundry procedure	Cross contamination	Clean set of towels for each client. After each client, all used couch covers, pillowcases, towels will be put into a lidded container / laundry basket / bin liner, tied, and then put in another room, to be washed later. All materials will be washed at 60°+ or as hot as materials allow. Ensure I wear a face mask and gloves when putting washing in machine. Sanitise container / laundry basket	Ordered more towels to ensure sufficient stock in clinic. Check sufficient washing powder and fabric conditioner for the week as part of weekend stock take.	Richard Daley	Purchased more towels	24 June 2020

PPE Disposal	Contamination risk to therapist, family members and refuse collectors as well as clients	All couch roll, cleaning clothes and used PPE, face masks and aprons will be disposed of in a separate bin liner and kept in another room. It will be stored for 72 hours before putting into the non-recyclable household bin. Stored in the outside shed.	PPE bags to be stored in outside shed for 3 days prior to disposal in general household waste bin.	Richard Daley	New shed installed on 6 <sup>th</sup> July 2020 for storage of waste.	6 July 2020
Contact cleaning time for sanitising	Insufficient time may mean product does not kill bacteria.	Instructions on cleaning fluid state 5 minutes required for product to have full effect on killing bacteria.	30 minutes space between clients gives sufficient time for cleaning product to have effect.	Richard Daley	Ongoing	22 June 2020
Time for full clean of premises	If insufficient time then risk of next client being infected.	Trial run of a full clean calculated at 15 minutes maximum allowing sufficient time between clients.	Gap of 30 minutes between clients is sufficient. Booking diary will allow a gap between clients to allow for cleaning.	Richard Daley	Ongoing	22 June 2020
Premises Cleaning	Weekly Deep Clean to ensure sanitisation and avoid risk to clients	COSHH course passed on-line and knowledge will be used to ensure safe and effective deep clean.	COSHH course completed. <b>Diary for 1 June 2021 to refresh knowledge.</b>	Richard Daley	Ongoing and <b>diary for 1 June 2021 for follow up COSHH course</b>	22 June 2020
Ventilating clinic/practice room	Covid-19 is more easily transmitted in poorly ventilated environments	Keep practice room well ventilated between clients. Open windows while cleaning. Use the extractor fan. There is no air conditioning unit in clinic.	Clinic room has a large opening window. I have installed an extractor fan to provide much better ventilation in clinic. I will position the massage couch so that the client's head is closer to the open window and fresh air supply.	Richard Daley	Ongoing	22 June 2020
Therapist's hygiene protocols	To avoid unnecessary risk of cross contamination.	No Jewellery to be worn. Therapist to wash hands with soap and warm water (for at least 20 seconds) on entering clinic and then sanitise hands 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 If working from home remove all work clothes after cleaning practice room Store clinic clothing in a storage box / bin liner in another room. Clothing to be removed at the end of each working day and washed using same process as towels. All clothes to be washed at 60° or above to kill virus		Richard Daley	Ongoing	22 June 2020

Use of Oils and Wax	Risk of cross contamination	Only use a small wipe clean bottle of lotion. Wash bottle between each client. Do not use wax during Covid-19 pandemic.	2 small bottles topped up at the start of each day which will be the only lotion kept in the clinic room. Cleaned after each client. Washed out at the end of each day with hot soapy water and re-filled for use the next day.	Richard Daley	Ongoing	22 June 2020
Personal Care	Risk for therapist of contamination via clothing or skin damage due to cleaning	Wear PPE to avoid having to change tops and shorts during the day. Use hand lotion to protect hands from cracking due to wearing gloves, cleaning products & regular hand washing.	Hand lotion used each evening and between clients if appropriate.	Richard Daley	Ongoing	22 June 2020
Inside Exercise Therapy	Social distancing must be observed or PPE masks must be worn to avoid Covid-19 contamination to client or therapist.	Exercise therapy will be completed in line with the social distancing guidelines with the client wearing a face covering and the therapist must be wearing an apron, gloves and a fluid resistant mask (IIR). When this is not feasible then the exercise therapy will be demonstrated outside. Sanitise ALL equipment after use. If the therapist provides exercise bands to their client, it is for the sole use of that individual. The band once provided must not be brought back into the clinic.	No sharing of equipment. Exercise Therapy to be demonstrated outside when possible or using PPE and social distancing if inside.	Richard Daley	Ongoing	22 June 2020

You should review your risk assessment if you think it might no longer be valid (eg following an accident in the workplace or if there are any significant changes to hazards, such as new work equipment or work activities)

For information specific to your industry please go to <http://www.hse.gov.uk>.

For further information and to view our example risk assessments go to <http://www.hse.gov.uk/risk/casestudies/>

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