

Covid-Secure Policy

Living Centre Clinic, September 2020

The Living Centre Clinic undertook an in-depth risk assessment to be as Covid-secure as possible for the safety of our patients. Our changes are in line with government regulation, and that of our own professional requirements. These include but is not confined to -

All soft furniture from the clinic is removed. It is replaced by new wipe-clean furniture. Rooms are de-cluttered. These measures help reduce places where the virus can harbour.

As all rooms have outside windows, these are now kept open constantly. This helps to ensure fresh air is circulated, reducing the possibility of viral build-up. However this requires us to run the heater for longer to maintain room temperature. So please feel free to attend with a light covering if you wish, or we can lay your own clothes on you on the treatment table.

In-between patient appointments surfaces are sanitised. This includes wiping down all contact areas such as tables, chairs, treatment bed, door handles, plastic pillows etc with anti-viral disinfectant.

On entering the clinic there is a 5 stage process you need to complete. (i)wear a face covering (this must cover **nose** and **mouth**), (ii)have a temperature check, (iii)apply hand-sanitiser, (iv) complete a short Covid questionnaire and (v) scan the NHS Track and Trace QR code.

To reduce risk of spread we no longer have seating in the reception area. This reduces the time and number of people in the clinic. Patients are asked to arrive on time for their appointment (ie not before) and to wait outside the front door or wait in their cars until their treatment time. Your therapist will collect you at the appointed time.

Our appointments are largely staggered so people coming and leaving don't clash where possible.

We have introduced (i) online booking and (ii) online payment for treatments. This helps reduce the amount of time a patient spends in the clinic when treatment has ended. We discourage cash or cheque payments to reduce transmission. Where online payments cannot be made we accept card payments in the clinic.

For additional bio-security we use a fogging machine. This uses hospital-grade Covid-destroying disinfectant. This machine disinfects an entire room at a time by spraying a mist (fog) throughout the room. The fog reaches where hand sanitation can't reach and adds another layer of disinfection to surfaces.

If you have any further questions or further recommendations please contact me, Vispi Jamooji on vispi@lccosteo.com or write to me at Living Centre Clinic, 32 Durham Road, Raynes Par, London SW20 0TW