

# Risk assessment – Visits to customers’ homes or external venues

Company name: Emma Cliffe Holistic Massage Therapist

Assessment carried out by: Emma Cliffe

Date of next review: 3/7/2022

Date assessment was carried out: 3/1/2022

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
<p><b>COVID-19 transmission through air borne particles</b></p>	<p>Massage Therapist, Customers</p>	<ul style="list-style-type: none"> <li>• Customer will wear face covering of own choosing and therapist will wear disposable Type IIR mask during treatment and consultation, (where consultation does not happen in advance)</li> <li>• Therapist will wear additional PPE (face shield, washable cloth apron, gloves etc.) if required under government guidance for close contact businesses at time of treatment or if requested by customer (for specific vulnerabilities etc.) during contact with the customer.</li> <li>• Where possible (e.g. advance bookings), consultations will take place in advance of face to face contact via telephone or video call. Where consultations take place in person, 2m distancing will be maintained.</li> <li>• Room will be ventilated as well as possible with windows/doors open – where appropriate to the treatment, this can/will take place outdoors e.g. seated clothed massage.</li> <li>• Therapist will complete a lateral flow test and take own temperature on day of appointment to ensure as far as possible that they are not symptomatic or asymptomatic of COVID-19.</li> </ul>	<p>Monitor GCMT, MTI and Government guidance for further additional controls that may be required</p>	<p>Emma Cliffe</p>	<p>Ongoing</p>	

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		<ul style="list-style-type: none"> <li>• Customer will complete and supply to the therapist a completed client COVID-19 form informing therapist of clinical vulnerabilities for COVID-19 and stating they are not symptomatic of COVID-19.</li> <li>• Therapist will take customers temperature prior to treatment commencing – if their temperature is above 37.5 with the non-contact infrared thermometer used on forehead, the treatment will not go ahead and will be rebooked.</li> <li>• Where therapist is visiting the customers own home, the therapist will establish through questioning that all home occupants are not experiencing:- <ul style="list-style-type: none"> <li>○ A high temperature</li> <li>○ A new continuous cough</li> <li>○ A loss or change to their sense of taste or smell</li> <li>○ Any other additional symptoms that may be linked to COVID-19</li> <li>○ If anyone in the house has these symptoms or the therapist is concerned someone in the house may be unwell, the treatment will not go ahead and will be rebooked.</li> </ul> </li> </ul>				
<b>COVID-19 transmission through contact points (fomites)</b>	Massage Therapist, Customers	<ul style="list-style-type: none"> <li>• Therapist will wear disposable Type IIR mask and additional PPE (face shield, washable cloth apron, gloves etc.) if required under government guidance for close contact businesses at time of treatment or if requested by customer (for specific vulnerabilities etc.) before entering the customers</li> </ul>	Monitor GCMT, MTI and Government guidance for further additional	Emma Cliffe	Ongoing	

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		<p>home or starting contact with the customer at an external venue.</p> <ul style="list-style-type: none"> <li>• Therapist will take ALL required equipment to the door of the venue without entering (to minimise number of times entering and leaving the venue)</li> <li>• Therapist will only take linens into the venue that will be used during the appointment (unused linens must not be subsequently used if taken into the venue, but must be placed into dissolvable laundry bag for washing)</li> <li>• Therapist will don shoe coverings if required by customer and take equipment into the treatment room and set up ready for treatment without the customer in the room. Therapist will touch as few surfaces/client belongings as possible including seating.</li> <li>• Therapist will avoid using customers bathroom. If required therapist will take sealable bag for used PPE and fresh PPE (in a sterile bag) to the bathroom, and replace PPE before leaving bathroom.</li> <li>• Therapist will sanitise all equipment as the treatment area is set up. Place all consumables onto a couch roll covered surface.</li> <li>• Following session, therapist will place all waste material into a sealable bag, place all laundry in sealable bag, and sterilise all equipment before placing outside of the venue. Once ALL equipment is outside, therapist will bid farewell to customer, remove PPE placing in a sealable bag and put all equipment in the car.</li> </ul>	controls that may be required			

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		<ul style="list-style-type: none"> <li>At the end of each day, therapist will seal bag containing used PPE, date, and store for 72 hours, and place in non-recyclable waste bin. Laundry will be placed directly into washing machine without opening dissolvable laundry bag so as to avoid contact with potentially contaminated laundry.</li> </ul>				
<b>COVID-19 Outbreak</b>	Massage Therapist, Customers	<ul style="list-style-type: none"> <li>NHS Test and Trace QR Code will be available for customers to scan in with, using NHS Test and Trace App.</li> <li>Therapist will inform local Public Health Department if two or more people (therapist or customers) develop COVID-19 symptoms or test positive for COVID-19 within the same 14 day period.</li> </ul>	Monitor GCMT, MTI and Government guidance for further additional controls that may be required	Emma Cliffe	Ongoing	