



Mindful Healing

Dr Kerry West MB BS

Coronavirus (COVID-19) Infection Prevention & Control Policy

This Policy document has been created as a result of the coronavirus (COVID-19) pandemic.

I am delighted to reopen my doors and be able to offer you my services once again, and I look forward to seeing you as soon as possible.

My priority is the health and safety of clients and myself, and in order to re-open my business safely I have implemented some changes which I would like to make you aware of. During the time the business has been forced to close due to the Pandemic, I have completed the Coronavirus (COVID-19) Infection Prevention and Control Workshop, certified by SOLUTIONS4THERAPISTS. I have now made a number of changes in the way that I operate in order to ensure that the business can continue to function and provide high standards of service in a safe way.

Booking Appointments

If I feel ill or have symptoms of COVID-19, I will self-isolate immediately and will not remain open for business. This may mean that I have to cancel your appointment at short notice. I appreciate that this may be inconvenient but rest assured it is done entirely for safety of everyone. Should your appointment be cancelled you will be able to re-book at a later date or ask for a full refund.

If you or any of the people you live with feel ill or display any symptoms of COVID-19, please advise me as soon as possible and please DO NOT ATTEND FOR YOUR APPOINTMENT. My booking terms and conditions have been amended and you will not be charged for any appointments, which you may miss due to suspected or confirmed Covid19.

Visiting my premises

In order to keep you safe and maintain social distancing, I ask that you attend your appointments as close to the appointment time as possible. Please do not turn up early for appointments as this may mean that you come into contact with other clients who are just leaving, thus compromising social distancing measures.

I have increased the frequency of cleaning within my premises, including making sure that common surfaces, toilets, door handles etc. are wiped clean using disinfectant products between each client.

In the interests of good Hand Hygiene, I encourage all clients to wash your hands as soon as you arrive at the premises, using the hand sanitiser available for you to use when you come into the premises.

I will understand and not be offended if you wish to wear a face mask and/or wear disposable gloves when you visit the premises and during your therapy.

I can confirm that the safe laundering of covers and cushions is a priority and I can assure you that all business related laundry is washed at 60 degrees C.

All disposable items are bagged and safely removed from the therapy area in every day.

My therapy

I have carried out a risk assessment on all treatments/provision of services and I am confident that I can continue to provide these safely.

During your therapy

I understand the importance of hand hygiene and we will ensure that I wash my hands in accordance with NHS recommendations before the start of your therapy.

I will always endeavour to make your therapy safe and comfortable. If you have any concerns about your therapy please let me know and I will do what I can to address these.

After the treatment

In order to avoid handling of cash, I would prefer that you pay for your therapy by card/or in advance using bank transfers.

All stated procedures and changes have been implemented for the safety of you, the business and myself. I will continue to take advice from the Government and the NHS regarding safe practice and will amend this policy as necessary.

Thanks you for your understanding.

Dr Kerry West

13/07/20