



## Phoenix Hypnotherapy Ltd -COVID-19 Safety Measures

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### Introduction

This document explains the measures and procedures in place to enable face to face therapy sessions that maintain the safety and wellbeing of all concerned. These measures and procedures are in line with the latest Government guidance for close contact services.

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services>

In addition, reference has also been made to the National Council for Hypnotherapy 'COVID-19 Guidance: The Ethics and Practicalities of a Safe Return to Face to Face Practice'

### Risk Assessment

**This is a dynamic risk assessment, based on current Government guidance and is, therefore, subject to review and revision if circumstances should change.**

The following areas have been carefully considered to mitigate the risks of COVID-19 transmission.

1. **Social distancing** - the therapy room has been arranged to allow for 2m distance between the client and myself. The reclining option in the therapy chair will not be used so this distance is not reduced. Entry and exit into the room will be carefully controlled to maintain this distance.
2. **Face coverings** - masks should be worn by both the client and myself.
3. **Hand Hygiene** - Hand sanitiser will be available in the entrance to the therapy room and should be used on entry and exit to the room by both the client and myself. Hand washing facilities are available in the toilet adjacent to my therapy room as required. Hand washing should be thorough and for 20 seconds. There will be a hand towel in the cloakroom, specifically for client use only, and this will be replaced and laundered once used.
4. **Respiratory Hygiene** - tissues will be provided for sneezes and coughs. Any tissues used should be placed in the lidded bin provided, following the principles of 'Catch It, Bin It, Kill It' and hands should be immediately washed for 20 seconds. The lidded bin will be safely emptied after each client, if required.



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5. **Ventilation** - the window to the therapy room will be open to allow for circulation of fresh air whilst still maintaining client confidentiality.
6. **Payment methods** - payment will be by card **only**. Contactless payment can be made up to the sum of £45. The card machine will be sanitised after each use.
7. **Cleaning** - The therapy chair, surfaces, door handles etc will be disinfected before and after each client's appointment. There will be a minimum of a 30 minute gap between appointments to ensure that this can be done thoroughly.
8. **Waiting and Reception** - there is no waiting and reception facility. Clients should arrive punctually at their appointment time. Parking is available on the street and clients should remain in their cars if they arrive early. If a client arrives late it may be necessary to cancel or reschedule their appointment to ensure that cleaning procedures between appointments can still be adhered to. The therapy room is off the entrance hallway and, therefore, there is no need to pass through any other part of the house. Clients should not come accompanied as only they will be allowed into the house.
9. **Screening** - clients will be required to complete a short screening form 24 hours prior to attending their appointment. This is to confirm that neither themselves or any household member are isolating or have COVID-19 symptoms.
10. **Therapist health** - If I, or any other member of my family, develop COVID-19 symptoms then I will cancel all appointments

### Clinically Vulnerable and Clinically Extremely Vulnerable

People who are classed as being in the clinically vulnerable group are advised to maintain strict social distancing and hand hygiene.

For people in the clinically extremely vulnerable group, shielding is being paused from 1 August 2020 but they are still being advised to be cautious and diligent. The latest guidance can be found at



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<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

As part of my risk assessment, I will ask potential clients in either of these groups to confirm that they have sought appropriate medical advice regarding attending and in addition, I will need to confer with my insurance provider before making a decision to schedule an appointment.

### Circumstances when I will not treat a client

The following are circumstances when I would not see a client face to face:

1. I or any member of my household have any COVID-19 symptoms
2. A client has COVID-19 symptoms
3. A client is self-isolating or in quarantine
4. A member of a client's household or anyone the client has been in contact within the last 14 days has COVID-19 symptoms
5. Following a risk assessment (see above) of a high risk group and/or shielding client it is determined to not be safe.

### In the event of COVID-19 illness

In order to maintain my safe provision it is important that appropriate steps are taken if anyone has suspected COVID-19. I am following Government guidance in this regard. The full details can be found [Here](#)

### Main messages

- If you have symptoms of coronavirus (COVID-19), however mild, OR have received a positive coronavirus (COVID-19) test result, the medical advice is to immediately self-isolate at home for at least 10 days from when the symptoms started. Do not go to a GP surgery, pharmacy or hospital. Arrangements should



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be made for a test to see if they have COVID-19. Go to [testing](#) for further information.

- You should consider alerting people who you do not live with you and you have had close contact within the last 48 hours to let them know you have symptoms of coronavirus COVID-19.
- Following a positive test result, you will receive a request by text, email or phone to log into the NHS Test and Trace service website and provide information about recent close contacts
- After 10 days, or longer, if you still have symptoms other than cough or loss of sense of smell/taste, you must continue to self-isolate until you feel better.
- You do not need to self-isolate after 10 days if you only have a cough or loss of sense of smell or taste, as these symptoms can last for several weeks after the infection has gone.
- If you are the first in your household to have symptoms of coronavirus (COVID-19), then you must stay at home for at least 10 days. All other household members who remain well must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the household became ill. See the [explanatory diagram](#).
- Staying at home for 14 days will greatly reduce the overall amount of infection that people in your household could pass on to others in the community.
- If anyone else in the household starts displaying symptoms, they must stay at home for at least 10 days from when their symptoms appeared, regardless of what day they are on in their original 14-day isolation period. The [ending isolation](#) section below has more information, and see the [explanatory diagram](#).



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- If you feel you cannot cope with symptoms at home, or the condition gets worse, or symptoms do not get better after 7 days, then use the [NHS 111 online](#) coronavirus (COVID-19) service. If you do not have internet access, call NHS 111. For a medical emergency dial 999.
- If new coronavirus (COVID-19) symptoms at any point after ending the first period of isolation (you or household) then you must follow the same guidance on self-isolation again.

### Confidentiality and COVID-19

My Client Agreement sets out circumstances when it may be necessary for me to breach the confidentiality agreement between client and therapist. The section below refers specifically to confidentiality and COVID-19.

If I receive a positive test result for coronavirus, the NHS is undertaking contact tracing. This involves me being interviewed about people I've been in contact with. The NHS will then contact them to provide support and testing. This has implications regarding my duty of confidentiality, relating to the balance of public interest. Public interest concerns the general welfare and rights of the public which ought to be recognised, protected and advanced. There are specified circumstances where it is in the public interest to disclose information where it would prevent a serious and imminent threat to public health, national security, the life of the individual or a third party, or to prevent or detect serious crime.

**The seriousness of the COVID-19 pandemic requires me, if contacted, to inform the NHS of people I have been in contact with. In this case, I may need to share the name and contact details of clients but not the context in which I know them. Nevertheless, they may be contacted by the NHS.**



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### Procedure for each appointment

1. Prior to each appointment the therapy room, cloakroom and door handles will have been sanitised thoroughly.
2. Clients must make sure they complete the Screening Form that will be emailed to them 24 hours before each appointment. If they have suspected COVID-19 symptoms or anyone in their household does then follow the Government guidance.
3. Clients must arrive on time for their appointment. On-street parking is available if they arrive early. Late arrival may lead to a rescheduling or cancellation of the appointment.
4. Clients must bring their own water bottles if they wish to have a drink during the session.
5. Clients should bring their own tissues although these can be provided if necessary.
6. If clients wish to write anything down then they must bring their own pen and stationery to do this.
7. Clients should be wearing a face mask. Disposable masks can be provided if they do not have their own.
8. It is advisable that clients minimise the need to take comfort breaks prior to attending their appointment.
9. On arrival clients should knock on the front door. I will then open this and step back into the hallway to maintain 2m distance. I shall then direct the client into the therapy room first.
10. On entering, both the client and I should use the hand sanitiser that will be made available in the therapy room.
11. During the session, both the client and I will maintain 2m social distance. The reclining facility on the client chair will not be used as this could reduce the distance.
12. Should the client or I sneeze or cough then tissues should be used and then disposed of in the lidded bin provided (Catch It, Bin It, Kill It). These will be disposed of safely in a sealed plastic bag after each session.
13. Clients can use the cloakroom. They must ensure that they wash their hands thoroughly for 20 seconds and use the hand towel provided (this is laundered after each use).
14. At the end of the session payment must be card only. Contactless payments up to £45 can be made. The card reader is sanitised after each use.
15. On exiting the room (using hand sanitiser first) - I will leave first and then the client who can then exit the house.