

Risk Assessment - La Très Zen - Massage Therapies



Activity / Person	Onsite Chair Massage Therapist - Emeline Denis - LA TRES ZEN Massage Therapies -		
Location	(COMPANY NAME)		
Assessed By	Emeline Denis		
Assessed On	26/05/2020		
Review Date	26/08/2020	Reference	RA LTZ MAY2020
Revision	1		
Signed By	Emeline Denis		
People Affected	Therapist (Emeline Denis), Employees of (COMPANY NAME)		

Hazards

A yellow triangular biohazard warning symbol with a black border and a black biohazard symbol inside.

PPE

Two circular icons: one showing a pair of hands being washed with soap and water, and another showing a person wearing a face mask.

Resultant Risk Rating	
Please tick	
Before controls	High Risk
After controls	Low (normal)

Task / Procedure / Method Statement

The objective of this Standard Operating Procedure is to provide the Onsite Chair Massage Therapist (Emeline Denis from La Tres Zen) information for dealing with potential exposure to the Novel Coronavirus (COVID19) and situations that may require a physical approach when performing Onsite Chair Massage Therapy at (COMPANY NAME) .

The SOP is intended to :

- Cover the therapist working in locations where interaction with the (COMPANY NAME) employees.

General operating & Self-care

Novel coronavirus (COVID19) has been designated a high consequence of infectious disease (HCID). It is important when working in environments that may cause contact with other people that the following operating procedures are followed, and all steps are taking to prevent the infection of COVID19 to you and others.

The therapist will follow the NHS guidelines, government guidelines, WHO (World Health Organisation) guidelines and UK governing bodies for complementary therapies guidelines for minting a sanitised working environment and ensure personal hygiene is maintained at all time during the Onsite Chair Massage Therapy sessions.

The latest advice from the government and WHO suggests that COVID19 is most likely to be spread through Respiratory secretions (droplets and aerosols) containing the virus and are likely to be the most important means of transmission; these are produced when an infected person coughs or sneezes.

There are two routes people could become infected:

- > Secretions can be directly transferred into the mouths or noses of people who are nearby or possibly could be inhaled into the lungs.
- > It is also possible that someone may become infected by touching a surface or object that has been contaminated with respiratory secretions and then touching their own mouth, nose or eyes (such as touching a doorknob or shaking hands then touching your own face).

The Symptoms of coronavirus are :

- a persistent dry cough
- High-temperature fever above 35 degrees or more
- Shortness of breath

But these symptoms do not necessary mean you have the illness. The symptoms are similar to other illnesses that are much more common, such as cold and flu.

These symptoms can range from a mild-to-moderate illness to severe Acute Respiratory Infection (ARI). Generally, coronavirus infections can cause more severe symptoms in people with weakened immune systems, or older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

The therapist will follow the NHS and government guidelines for miniating a sanitised working environment and ensure personal hygiene is maintained.

The therapist and the patients must follow the NHS guidelines for hand washing.

Hand-washing technique with soap and water



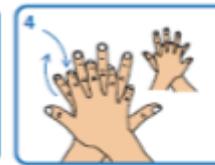
1 Wet hands with water



2 Apply enough soap to cover all hand surfaces



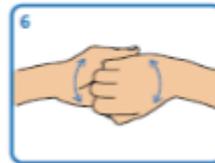
3 Rub hands palm to palm



4 Rub back of each hand with palm of other hand with fingers interlaced



5 Rub palm to palm with fingers interlaced



6 Rub with back of fingers to opposing palms with fingers interlocked



7 Rub each thumb clasped in opposite hand using a rotational movement



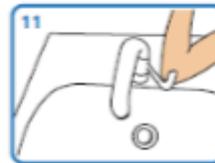
8 Rub tips of fingers in opposite palm in a circular motion



9 Rub each wrist with opposite hand



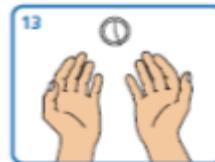
10 Rinse hands with water



11 Use elbow to turn off tap



12 Dry thoroughly with a single-use towel



13 Hand washing should take 15-30 seconds

Following the above guidelines, the therapist MUST apply the following measures when providing Onsite Chair Massage Therapy sessions:

1/ Environmental Precautions :

- Ensure the room is sanitised (door handles, light switches & any surfaces that may be in contact with the therapist and the patient)
- Ensure the Massage chair is sanitised before and after each patients
- Ensure the Head rest is protected with a single use head rest cover and disposed of appropriately
- Ensure the waste bins (which will contain the single use head-rest covers + the individual cleaning sheets used when disinfecting all surfaces of the massage chair between patients, as well as door handles, light switches and any other surfaces) are lined and will be disposed of at the end of each session. The waste bin liner will be sealed following WHO guidelines on Waste Management and will be disposed of as instructed by the (**COMPANY NAME**)
- Ensure a sealed box is available for the patients belongings (phone, keys, fobs and any piece of clothing they may want to not wear during the treatment)
- Ensure the sealed box is disinfected before and after each use.

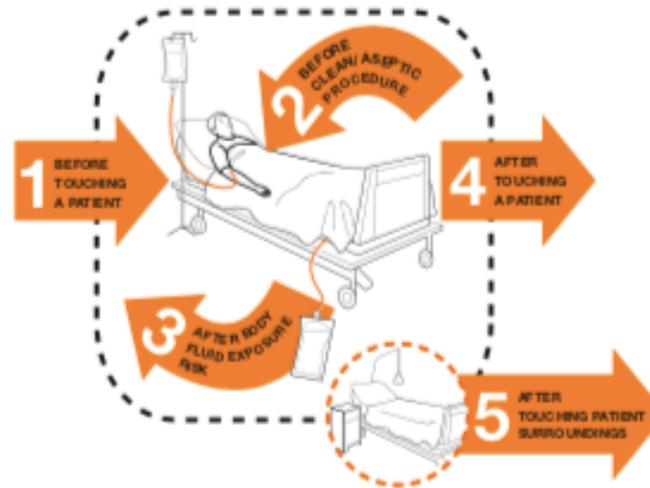
2/Contact / Droplet / Airborne Precautions :

- Ensure that the Onsite Chair Massage sessions will be done in a single room throughout the duration of the booking (e.g: if the contract agreement is for 2 hours, it will be done in the same room)
- Ensure the Hand Hygiene protocols for the Therapist are applied before and after each patient, following the WHO “5 moments” guidelines * (SEE BELOW)
- Ensure the patients apply Hand Hygiene protocols before and after their treatment
- The therapist must avoid touching their eyes, nose and mouth during the treatment
- Ensure the therapist uses adequate PPE for Massage Therapy (Face Mask and/or Face shield and Gloves)
- Equipment (Massage Chair) MUST be cleaned and disinfected before and after each patient

* WHO “5 moments guidelines” :

<https://www.who.int/infection-prevention/campaigns/clean-hands/5moments/en/>

When? YOUR 5 MOMENTS FOR HAND HYGIENE



1 BEFORE TOUCHING A PATIENT	<p>WHEN? Clean your hands before touching a patient when approaching him/her.</p> <p>WHY? To protect the patient against harmful germs carried on your hands.</p>
2 BEFORE CLEAN/ASEPTIC PROCEDURE	<p>WHEN? Clean your hands immediately before performing a clean/aseptic procedure.</p> <p>WHY? To protect the patient against harmful germs, including the patient's own, from entering his/her body.</p>
3 AFTER BODY FLUID EXPOSURE RISK	<p>WHEN? Clean your hands immediately after an exposure risk to body fluids (and after glove removal).</p> <p>WHY? To protect yourself and the health-care environment from harmful patient germs.</p>
4 AFTER TOUCHING A PATIENT	<p>WHEN? Clean your hands after touching a patient and her/his immediate surroundings, when leaving the patient's side.</p> <p>WHY? To protect yourself and the health-care environment from harmful patient germs.</p>
5 AFTER TOUCHING PATIENT SURROUNDINGS	<p>WHEN? Clean your hands after touching any object or furniture in the patient's immediate surroundings, when leaving – even if the patient has not been touched.</p> <p>WHY? To protect yourself and the health-care environment from harmful patient germs.</p>

PART 1 - RISK ASSESSMENT POST COVID19:

What are the hazards?	Who may be harmed and how? (risk)	What are you already doing?	What further action is necessary?	Actions by whom?	Action by when?	Date Completed
Disease/ Infection	Therapist and Patients	<p><u>1/ Environmental Precautions :</u></p> <ul style="list-style-type: none"> - Ensure the room is sanitised (door handles, light switches & any surfaces that may be in contact with the therapist and the patient) - Ensure the Massage chair is sanitised before and after each patients - Ensure the Head rest is protected with a single use head rest cover and disposed of appropriately - Ensure the waste bins (which will contain the single use head-rest covers + the individual cleaning sheets used when disinfecting all surfaces of the massage chair between patients, as well as door handles, light switches and any other surfaces) are lined and will be disposed of at the end of each session. The waste bin liner will be sealed following WHO guidelines on Waste Management and will be disposed of as instructed by the (COMPANY NAME). - Ensure a sealed box is available for the patients belongings (phone, keys, fobs and any piece of clothing they may want to not wear during the treatment) - Ensure the sealed box is disinfected before and after each use. 	<p>None</p> <p>None</p> <p>None</p> <p>(COMPANY NAME) Reception or Office Manager to instruct the therapist on waste disposal management</p> <p>Therapist to provide a box OR (COMPANY NAME) to provide a box</p> <p>None</p>	<p>Therapist / (COMPANY NAME) cleaning team</p> <p>Therapist</p> <p>Therapist</p> <p>Therapist</p> <p>Therapist / (COMPANY NAME)</p> <p>Therapist</p>	<p>Effective from now for All actions</p>	<p>All actions will be completed for each sessions and at (COMPANY NAME)</p>

What are the hazards?	Who may be harmed and how? (risk)	What are you already doing?	What further action is necessary?	Actions by whom?	Action by when?	Date Completed
Disease/ Infection	Therapist and Patients	<p><u>2/Contact / Droplet / Airborne Precautions :</u></p> <ul style="list-style-type: none"> - Ensure that the Onsite Chair Massage sessions will be done in a single room throughout the duration of the booking (e.g: if the contract agreement is for 2 hours, it will be done in the same room) - Ensure the Hand Hygiene protocols for the therapist are applied before and after each patient, following the WHO “5 moments” guidelines - Ensure the patients apply Hand Hygiene protocols before and after their treatment - The therapist must avoid touching their eyes, nose and mouth during the treatment - Ensure the therapist uses adequate PPE for Massage Therapy (Face Mask and/or Face shield and Gloves) - Equipment (Massage Chair) MUST be cleaned and disinfected before and after each patient - Removal of PPE (Personal Protection Equipment) will be done according to NHS and WHO guidelines 	<p>None as (COMPANY NAME) allocate the therapist with the same room in each centres</p> <p>Therapist to have their own supplies of hand sanitising gel and/or use Hand sanitising gels provided by (COMPANY NAME)</p> <p>None</p> <p>Therapist is already equipped</p> <p>Therapist to have their own supplies disinfecting gel and/or use gels provided by (COMPANY NAME)</p> <p>Therapist to have the guidelines</p>	<p>Room booking is done by the Reception team / Office Manager</p> <p>Therapist and/ or (COMPANY NAME)</p> <p>Therapist</p> <p>Therapist</p> <p>Therapist and/ or (COMPANY NAME)</p> <p>Therapist</p>	<p>Effective from now for All actions</p>	<p>All actions will be completed for each sessions and at (COMPANY NAME)</p>

What are the hazards?	Who may be harmed and how? (risk)	What are you already doing?	What further action is necessary?	Actions by whom?	Action by when?	Date Completed
Disease/ Infection	Therapist and Patients	<p><u>3/ IPC (Infection Prevention and Control):</u></p> <ul style="list-style-type: none"> - Therapist MUST provide a Patient Form with amended “Screening questionnaire” for all patient to complete and provide to the therapist at the time of their appointment. - Therapist has the right to decide if the patient is considered as vulnerable and will not be fit to receive the treatment (subject to medical conditions, Pregnancy and elderly patients) 	Therapist will email the patient form with amended screening questionnaire	<ul style="list-style-type: none"> - Therapist to provide the form and collect - (COMPANY NAME)’s Office manager to forward the form and ensure each employee brings the form at the time of appointment 	Effective from now	All actions will be completed for each sessions and at (COMPANY NAME)

PART 2 - GENERAL RISK ASSESSMENT:

What are the hazards?	Who may be harmed and how? (risk)	What are you already doing?	What further action is necessary?	Actions by whom?	Action by when?	Date Completed
Fire at premises during Onsite Chair massage session	Therapist and patients	<ul style="list-style-type: none"> - Therapist must be aware of Fire regulations for the building - Therapist to know the location of assembly points and will make patient aware - Therapist to know the location of fire extinguishers 	(COMPANY NAME) to provide information to the therapist	Information to be given by the (COMPANY NAME) Office Manager or Fire warden	Induction to be done prior to the initial session at (COMPANY NAME)	On the first day of the Onsite Chair massage services
Electricity	Therapist and patients	<ul style="list-style-type: none"> - Therapist doesn't use any electrical equipment during treatments (apart from using mobile phone to time the sessions) - Therapist to make the management team aware if any plugs or cables are damaged so action can be taken 	None	Therapist to assess the treatment room	Before each Onsite Chair massage sessions	Before each Onsite Chair massage sessions

What are the hazards?	Who may be harmed and how? (risk)	What are you already doing?	What further action is necessary?	Actions by whom?	Action by when?	Date Completed
Slips and trips	Therapist and patients	<ul style="list-style-type: none"> - Therapist must keep the treatment room tidy. - Therapist DO NOT use oils or liquid during Onsite Chair massage - Therapist must ensure that there are no trailing cables - The treatment doesn't require to undress, therefore no clothes, shoes or other items will be left on the floor. However some patient may want to remove their shoes or may want to put away their jewellery (necklace for instance), keys (work fobs), or mobile phone whilst having the treatment. In this case only, the patients belongings must be put in a sealed box during the treatment - Therapist MUST wear appropriate footwear (No heels allowed whilst practicing) 	<p>None</p> <p>None</p> <p>None</p> <p>Therapist or (COMPANY NAME) must provide a sealed box for patient's belongings</p> <p>None</p>	<p>Therapist</p> <p>Therapist</p> <p>Therapist</p> <p>Therapist or (COMPANY NAME)</p> <p>Therapist</p>	<p>All actions to be completed Before each Onsite Chair massage sessions</p>	<p>All actions to be completed Before each Onsite Chair massage sessions</p>
Lone working	Therapist	<ul style="list-style-type: none"> - If at any point the Therapist feels at risk with a patient, she will stop the treatment and alert her emergency contact. 	<p>None</p>	<p>(COMPANY NAME) to provide Therapist with Emergency contact</p>	<p>If situation occurs</p>	<p>N/A</p>
Massage Oils	Patient	<ul style="list-style-type: none"> - The therapist DOES NOT use any oils during onsite Chair Massage, so no risk of allergy may occur. 	<p>None</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>

What are the hazards?	Who may be harmed and how? (risk)	What are you already doing?	What further action is necessary?	Actions by whom?	Action by when?	Date Completed
Heavy lifting	Therapist	<ul style="list-style-type: none"> - The Therapist will only have to set up mobile massage chair which is light-weight and she has experience in handling. - Room ideally needs to be easily accessible with a lift (if the room is not located on the ground floor) 	None	Therapist to set up the room (COMPANY NAME) to tell therapist if there is no lift accessible room	N/A	N/A
Physical Contact	Patient	<ul style="list-style-type: none"> - The patient MUST provide the “Patient Form” completed and signed when they arrive form their appointment. The form ask about any relevant medical conditions prior to treatments so the therapist can decide if the patient presents contraindications to the treatment. - Therapist is fully qualified & Insured to provide the massage treatments on offer. - If the client is in pain the therapists will stop - Treatments are not carried out on those who may be negatively affected by such a treatment. - Onsite Chair massage is not adapted to Pregnancy 	None	<ul style="list-style-type: none"> - Therapist to provide the form and collect - (COMPANY NAME) staff to forward the form and ensure each patient brings the form at the time of appointment 	Effective from now	All actions will be completed for each sessions at (COMPANY NAME)

What are the hazards?	Who may be harmed and how? (risk)	What are you already doing?	What further action is necessary?	Actions by whom?	Action by when?	Date Completed
Negative effects of massage	Patients	<ul style="list-style-type: none"> - Therapist MUST ask what pressure the patient want to receive during the treatment and will adapt to patient's needs to optimise the effect of the treatment - The Therapist MUST encourage the patients to drink plenty of water after the treatment, as this can help reduce the risk of a 'healing crisis', where the client feels unwell due to toxins released from tight muscles. Please note that this is extremely rare. - The therapist MUST give some homecare advise to the patient (when required) 	None	<p>Therapist</p> <p>Therapist</p> <p>Therapist</p>	<p>During the Session</p> <p>After the Session</p> <p>After the Session</p>	N/A
Detailed personal and medical data	Patients	<ul style="list-style-type: none"> - All data is collected, used and stored in accordance with the Data Protection Act & GDPR. No information is shared. - Personal data is collected as part of a consultation and in order for a safe treatment to be carried out. 	This is the Patient form sent to each patient	<p>Therapist</p> <p>Therapist</p>	N/A	N/A
Massage Chair	Patients	<ul style="list-style-type: none"> - Therapist MUST ask the patient if they have used a massage chair before. If not the therapist will explain and show how to sit on the chair before the treatment. -The massage chair is a regularly checked equipment and is replaced if defects or wear and tear that would impact on the quality and the Health and Safety of the patient. 	<p>None</p> <p>Checks are done before each sessions</p>	<p>Therapist</p> <p>Therapist</p>	<p>Before each session</p>	N/A

What are the hazards?	Who may be harmed and how? (risk)	What are you already doing?	What further action is necessary?	Actions by whom?	Action by when?	Date Completed
Disease/ infection	Patient and Therapist	<ul style="list-style-type: none"> - Clients are requested to fill out and sign a form, where they have the opportunity to write about any disease or injuries prior to the treatment (contraindications) and if so the treatment will be adapted – either the treatment will not involve a certain area OR the treatment will not go ahead. - If any symptoms are noticed during the treatment, the Therapist will stopped and reassess the situation with the patient. - Therapist and patients MUST wash their hands before and after each treatments. - The Therapist MUST disinfect the chair massage (all of it : Head rest, arm rest, leg rest and all metal structure) + disinfect all surfaces (belongings box, door handles, light switches, table etc...) - as detailed on the 1/Risk Assessment Post Covid19 - The Head rest covers are “individual use only” and will be disposed of after each patient as detailed on the 1/Risk Assessment Post Covid19 - Waste bin liners MUST be emptied at the end of the session and disposed of as detailed on the 1/Risk Assessment Post Covid19 	None	<p>Therapist</p> <p>Therapist</p> <p>Therapist and Patients</p> <p>Therapist</p> <p>Therapist</p> <p>Therapist</p>	<p>Before the treatment</p> <p>During the treatment</p> <p>Before and After</p> <p>Before and After</p> <p>After the treatment</p> <p>At the end of the session</p>	N/A