

| Risk Assessor | Job Title | Risk Assessment Date | Document Status | Reviewed & Updated On |
|-------------------------------|---|---------------------------|---------------------|---|
| Terry Davies | Director & Finance | 12/04/20 updated 10/12/21 | Live for public use | See Reviews & Updates |
| Company & Premises | Holistic Health Limited (trading as Holistic Health Centre), 3a Oriental Road, Woking, Surrey, GU22 7AH | | | |
| Nature of Business | Services relating to mental health - psychological therapy | | | |
| Current Response | The current Covid-19 Response is “Moving to Plan B” in England, effective from 10/12/21 | | | |
| Current Status - Open | Holistic Health Limited is permitted to remain open to provide essential psychological therapy services in accordance with current Government guidance | | | |

Risk Assessment Overview

1. This **Risk Assessment Version 10** is effective from 10/12/21 and replaces previous Versions 1 to 9 valid from 12/04/20 to 09/12/21. This Risk Assessment has been implemented to evaluate risk to Holistic Health Limited’s employees, self-employed therapists and clients using premises **3a Oriental Road, Woking, Surrey, GU22 7AH** in respect to the ongoing Covid-19 (Coronavirus) pandemic.
2. This Risk Assessment aims to reduce and eliminate the potential for infected persons entering the premises, the potential of contamination of surfaces and it aims to maintain social distancing practices according to both the premises and the tasks undertaken by employees, self-employed therapists and clients inside the premises. The objectives are to ensure the premises remain Covid-19 secure. For the avoidance of doubt mental health services take place at the premises which include counselling, psychotherapy and psychology. No physical or close up treatments take place.
3. This Risk Assessment has been completed in accordance with the following guidance;
 - a. The Government’s [Covid-19 Coronavirus restrictions: what you can and cannot do guidance](#) (“Moving to Plan B” in England) effective 10/12/21.
 - b. The Government’s [Covid-19 business guidance \(Offices and Contact Centres\)](#) effective 10/12/21.
 - c. The British Association of Counselling & Psychotherapy (BACP) [Covid-19 guidance](#) updated 09/12/21.
 - d. The UK Health Security Agency (UKHSA) [COVID-19 variants identified in the UK-in-the-uk](#) updated 08/12/21.
4. Holistic Health Limited’s subsequent **Covid-19 Safety Guidelines** are published online at www.holistichealthltd.com/contact-us/ and at <https://www.raphaellopezdesoto.com/contact> and are displayed inside the premises. These Covid-19 Safety Guidelines apply to all employees, self-employed therapists and clients. To ensure a clear message is conveyed the Covid-19 Safety Guidelines are intentionally written in one page numbered format and an abridged version which highlight the most important safety points is installed on the main entrance door to the premises.

| Covid-19 Risk Factors | Existing Controls | Further Measures |
|--|---|---|
| <p>Contact with infected persons</p> | <p>All employees, and self-employed therapists and clients must observe our Covid-19 Safety Guidelines which specifically emphasise; “If you, anyone in your household, or anyone you have had recent contact with has any Covid-19 symptoms which include; a new continuous cough, a high temperature, or a loss of or change to your sense of taste or smell please do not come to the centre”. This important message is further reiterated on the entrance door to the premises. Covid-19 specific signage has also been installed inside the premises. Holistic Health Limited keeps an attendance log of all persons who have entered the premises should it be required for contract tracing by NHS Track & Trace / National Institute for Health Protection (NIHP). This attendance log includes the person’s name and telephone number, appointment date and time. No additional data will be collected for this purpose. This temporary data is held in accordance with Holistic Health Limited’s Data Protection Policy (Clients) and is securely deleted after 21 days. If a child or young person attends the premises the contact details for the adult “lead member” will be logged, i.e. the child or young person’s parent, foster or adoptive parent or carer; https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace</p> | <p>Employees, and self-employed therapists are responsible for mitigating Covid-19 risks, if an attending client has Covid-19 symptoms the therapy session must stop straight away and the client must be signposted for help to NHS telephone 111 https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/ The event must be documented and reported immediately to Terry Davies who will contact NHS Track & Trace telephone 119 https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/ to obtain guidance, and to hand over the temporary attendance log of all persons who have attended the premises in the last 21 days. NHS Track & Trace / National Institute for Public Health (NIHP) and this Risk Assessment will be updated once the Government confirm the contact details for the new NIHP. Holistic Health Limited’s Data Protection Policy (Clients) is available on request and self-employed therapists are to update their own privacy or data protection policies to include this sharing of temporary client contact data with Holistic Health Limited, and in turn with NHS Track & Trace, soon to be the National Institute for Health Protection (NIHP) if required.</p> |
| <p>Proximity of employees, and self-employed therapists, clients and visitors</p> | <p>To minimise risk 2 metres social distancing remains in force. 2 metres social distancing is achieved in therapy room 3 which allows for the therapist and a maximum of 2 clients at one time, and in therapy room 4 which allows for the therapist and 1 client at one time. These restrictions ensure that these therapy rooms remain Covid-19 secure. Although guidance is met for additional risk mitigation the therapist and client need to decide if the therapy session will take place wearing a face mask or face covering, and the Government’s face mask exemptions will need to be considered; https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own</p> | <p>Social distancing 2 metres signage is prominently displayed in the premises. Social distancing is also included in the Covid-19 Safety Guidelines and clients will be verbally reminded as required. The Covid-19 Safety Guidelines ask clients to wear a face mask or face protection on arrival at the premises (unless they are exempt or a young child under the age of 11). An emergency stock of face masks is located in Room 1 Office if required.</p> |
| <p>Proximity of employees, and self-employed therapists, clients and visitors</p> | <p>Due to the size of the Waiting Room there is a risk that 2 metres social distancing may not be achieved if clients are sitting waiting in this area so this risk has been removed by taking the Waiting Room out of use altogether. Clients are advised not to arrive early for their</p> | <p>Social distancing 2 metres signage is prominently displayed in the premises. Social distancing is also included in the Covid-19 Safety Guidelines and clients will be verbally reminded as required. The Covid-19 Safety Guidelines ask clients to wear</p> |

| Covid-19 Risk Factors | Existing Controls | Further Measures |
|--|--|---|
| | <p>appointment as we cannot accommodate, instead clients will arrive at their appointment start times and go straight into the therapy room. Clients will not be allowed to wait in the Waiting Room. Client appointment start times have been staggered where possible but it is unavoidable that some clients may pass each other at less than 2 metres apart when going through the Waiting Room area, or when going to and from the WC. To mitigate this risk clients are asked to wear a face mask or face protection on arrival at the premises (unless they are exempt or a young child under the age of 11); https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own</p> | <p>a face mask or face protection on arrival at the premises (unless they are exempt or a young child under the age of 11). An emergency stock of face masks is located in Room 1 Office if required.</p> |
| <p>Possibility of contaminated surfaces</p> | <p>Client access has been restricted and only surfaces in the following areas pose contamination risk; Entrance door, therapy room 3, WC and the payment card terminal counter surface in room 1 office. The premises is thoroughly sanitised and cleaned at least weekly, and surfaces are sanitised when required on a daily basis, the products used are; Evans Vanodine Safe Zone Plus™ professional Virucidal disinfectant formulated for healthcare facilities and clinics, (Viruses EN 14476 effective against enveloped viruses including coronavirus with a 5 minute contact time), Bacteria MRSA (EN 1276) E.coli (EN 13697) Pseudomonas aeruginosa, Staphylococcus aureus (EN 1276, EN 13697, EN 13727, EN 14561 and EN 16615). Yeast Candida albicans (EN 13697, EN 1650, EN 13624, EN 14562 and EN 16615), Mycobacteria (EN 14348). Bleach on hard surfaces as appropriate.</p> | <p>Products have been stockpiled and stock levels are monitored and re-ordered as necessary. Special attention is paid to sanitisation of high touch areas such as door handles and the WC using Evans Vanodine Safe Zone Plus™.</p> |
| <p>Possibility of contaminated surfaces</p> | <p>Hand sanitiser dispensers containing Purell® Advanced Hygienic Hand Sanitising Foam (Conforms to EN 1500, Virucidal according to EN 14476, Bactericidal EN 1040, EN 13727, EN 1276 Yeasticidal, EN 1275, EN 1650, EN 13624, Fungicidal EN 1650) are installed outside the main entrance door to the premises, in the WC and at the payment card terminal point in room 1 office. All persons are required to sanitise their hand before entering the premises. Evans Vanodine Trigon® Plus hand wash (EN 1499, EN 13727 & EN 1276; kills 99.999% of bacteria) is located in the WC. Single use paper towels are located the WC and single use paper roll is located in Room 1 Office and Room 3. Disposable gloves are located in Room 1 Office. Covid-19 specific signage has been installed throughout the premises.</p> | <p>The Covid-19 Safety Guidelines ask clients to use hand sanitiser provided outside the entrance door before entering the premises. Covid-19 specific signage has been installed throughout the premises, including hand washing instructions in the WC. At intervals during the day the hand sanitiser, hand wash paper consumables and disposable gloves will be checked and replenished as necessary. Products have been stockpiled and stock levels will be monitored and re-ordered as necessary.</p> |

| Covid-19 Risk Factors | Existing Controls | Further Measures |
|---|--|---------------------------|
| Possibility of contaminated surfaces | To remove the risk of touch contamination the water machine has been taken out of use altogether. No complimentary water or tea is available. Clients are to consider hand to mouth risks and face mask implications before bringing their own drink, clients must take the drink away with them when they leave the premises. | None required at present. |
| Possibility of contaminated surfaces | To mitigate risk therapists are to restrict the use of any creative materials including pens, pencils and paper to the bare minimum, only materials that can be thoroughly sanitised can be used. | None required at present. |
| Overcrowding Considerations | A cautious approach has been adopted and to minimise risk as much as possible. Currently only Psychotherapist Raphael Lopez de Soto is practicing in person at the premises. No self-employed therapists are currently practicing at the premises. The conservative 2 metres social distancing remains in force. To reduce overcrowding room 1 office, therapy room 2, therapy room 4 and the waiting room are all out of use. Clients must arrive at their appointment start times and not before and clients cannot wait in the waiting room. A maximum of 2 clients are allowed in therapy room 3 at any one time. The amount of rooms in use at the same time has been reduced from 3 to 1, which means that the premises only operates at the very maximum of one-third occupancy. The amount of therapists practicing at the centre has been reduced from 6 to 1 which reduces footfall significantly. | None required at present. |
| Restricting Access | Access to the premises is restricted to clients with pre-booked appointments only. Deliveries are diverted to an alternate address. | None required at present. |
| Airborne Considerations | In addition to 2 metres social distancing for additional risk mitigation therapists will practice with a window open in the therapy room which will allow for continual supply of fresh air into the room, and the room door is to be left open between clients for air change. If the air-conditioning is used a window should be left open or ajar to allow for a continual supply of fresh air into the therapy room. The windows in rear room 1 office or therapy room 2, which remain out of use, will be open which will allow for a continual supply of fresh air into the central waiting room area and through the premises. When rear room 1 office is occupied the window in this room will also be open to allow for continual supply of fresh air into the premises. The WC window is kept ajar for a supply of fresh air. | None required at present. |

| Covid-19 Risk Factors | Existing Controls | Further Measures |
|------------------------------------|--|---|
| Safeguarding Considerations | Despite changes made to the way we operate and to reduce Covid-19 risks Safeguarding remains the top priority. This Risk Assessment and subsequent mandatory Covid-19 Safety Guidelines do not in any way change the actions to be taken in regards to Safeguarding whereas; If the client is chaperoning a child or young person they must arrive at the appointment start time and handover the child or young person directly to the therapist, and then return to the centre at the agreed collection time. The child or young person must never be left unattended in the premises or be allowed to leave the premises alone and it is the therapist's responsibility to ensure that the adult fully understands this procedure. The therapist must also ensure the adult will be contactable by mobile phone while the child or young person is in the premises and their care. | This is explicitly highlighted in the Covid-19 Safety Guidelines. None required at present. |
| Fire Exit Considerations | This Risk Assessment and subsequent mandatory Covid-19 Safety Guidelines do not in any way change the actions to be taken in the event of fire whereas; All persons must exit the premises in an orderly fashion either via the main fire exit through the entrance door in the waiting room and down the main stairway, or if this is not possible through the secondary fire exit in rear room 1 office and down the rear fire exit steps. The fire assembly location is at the front of Travelodge. | None required at present. |
| Covid-19 Resurgence | In the event of Covid-19 resurgence or another local or national lockdown therapists may need to stop face-to-face therapy sessions and revert back to remote working. Holistic Health Limited is prepared for this eventuality and the switch to remote working can be actioned at short notice. The premises will be secured and Holistic Health Limited's Insurer will be informed. The Covid-19 Safety Guidelines make reference to this eventuality and in such an event therapists will contact their clients and offer the continuation of therapy sessions online. | None required at present. |
| Covid-19 Further Lockdown | Review completed of business guidance for the new national restrictions in England which are effective from 5 November 2020; https://www.gov.uk/guidance/new-national-restrictions-from-5-november Review completed of the Health Protection (Coronavirus, Restrictions) (England) (No. 4) Regulations 2020 which detail the current Government Guidance, Part 3, (page 32) which states; Businesses | Completed and expired on 02/12/20. |

| Covid-19 Risk Factors | Existing Controls | Further Measures |
|--|---|--|
| | Permitted to Remain Open. 47. Dental services, opticians, audiology services, chiropody, chiropractors, osteopaths and other medical or health services, including services relating to mental health. https://www.legislation.gov.uk/ukxi/2020/1200/pdfs/ukxi_20201200_en.pdf | |
| Covid-19 Further Lockdown | Review of the Government's Covid-19 business guidance; https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres Review of the Government's Local Restrictions Guidance; https://www.gov.uk/find-coronavirus-local-restrictions and https://www.gov.uk/guidance/tier-4-stay-at-home | Completed and expired on 04/01/21. |
| Covid-19 Further Lockdown | Review of third National Lockdown in England completed National Lockdown: Stay at Home which began from midnight on 05//01/21. Holistic Health Limited is permitted to remain open for business. For details see Reviews & Updates page 13. | Completed between 04 and 06/01/21, expired 11/04/21 |
| Covid-19 New SARS-CoV-2 Variant in the UK | Review completed of Government guidance and articles about the new SARS-CoV-2 variant VUI-202012/01 & VOC-202102/02 (also referred to as the Kent variant) which has been discovered in the UK and transmits more easily than other strains. Review completed and ongoing of Government guidance and articles about the new SARS-CoV-2 variant VOC-202012/02 (other names 501Y.V2 and B.1.351, also referred to as the South African variant) which has been discovered the Goldsworth Park and Maybury areas of Woking; https://www.gov.uk/government/collections/new-sars-cov-2-variant updated 12/02/21. Government advice continues to state "the way to control this virus is the same, whatever the variant. It will not spread if we avoid close contact with others. Wash your hands, wear a mask, keep your distance from others, and reduce your social contacts". Review completed of Surrey County Council Local Surge Testing | Reviews completed between 22/12/20 to 18/02/21 and close monitoring ongoing. |

| Covid-19 Risk Factors | Existing Controls | Further Measures |
|---|--|---|
| | <p>which has been completed in Goldsworth Park, and has commenced in the Maybury area of Woking on 18/02/21; https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus/surge-testing#phaseonesurge</p> <p>Surrey County Council's guidance states that national restrictions remain the same in these areas, as they have been since the third national lockdown began on 04/02/21.</p> <p>The premises is located in Woking town centre and Surrey County Council's postcode checker confirms that the premises postcode GU22 7AH is not in the testing area.</p> <p>Risk Assessment reviewed, compliance with Safety Guidelines reviewed to ensure continued compliance with vital "Hands, Face & Space" advice. As these new variants are new developments close monitoring will continue while the Government and local Surrey County Council assess and release further updates.</p> | |
| <p>Covid-19 New SARS-CoV-2 Variant in the UK</p> | <p>Review completed of The UK Health Security Agency (UKHSA) guidance, COVID-19 variants identified in the UK, Latest updates on SARS-CoV-2 variants detected in the UK (Omicron variant);</p> <p>https://www.gov.uk/government/news/covid-19-variants-identified-in-the-uk</p> | <p>Reviews completed between 02 and 09/12/21. Close monitoring ongoing.</p> |

| Covid-19 Risk Mitigation | Controls & Measures | Further Measures |
|--------------------------|--|---------------------------|
| Entrance Door | Access to the premises is restricted to clients or visitors with pre-booked appointments only. Intercom is sanitised on a regular basis. The entrance door remains shut which removes the risk of clients without appointments or unauthorised visitors from entering the premises. All persons are required to use hand sanitiser before entering the premises. Covid-19 signage installed. | None required at present. |
| Waiting Room | Waiting room has been taken out of use to ensure that clients remain socially distanced. This room has essentially become a corridor for the time being and the furniture is not touched or contaminated. The water machine has been taken out of use to remove the risk of touch contamination, complimentary tea and water is not available. If clients bring their own drink they must take it away with them when they leave, waste bin has been removed. Covid-19 signage installed. | None required at present. |
| Room 1 Office | Room 1 Office remains unoccupied and out of use and is only accessed by clients to make payment. Clients only enter this room as the payment card terminal counter to make payment and only for a brief time. The payment card terminal (PDQ) is regularly sanitised to reduce the risk of touch contamination. First Aid kits have been checked and are up to date, a stock of disposable gloves are available, hand sanitiser dispenser is installed, paper roll dispenser is installed, waste bin is double lined and is regularly emptied. Covid-19 signage is installed, Covid-19 Safety Guidelines are on display, and a copy of this Risk Assessment is available. The window in this room is open to allow for a continual change of air into the central waiting room area and through the premises which further reduces risk. | None required at present. |
| Therapy Room 2 | No self-employed therapists are currently practicing at the premises and Therapy room 2 remains unoccupied and out of use. Clients do not have access to this room so furniture is not touched or contaminated. | None required at present. |
| Therapy Room 3 | Therapy room 3 is used by Psychotherapist Raphael Lopez de Soto only. The therapist and a maximum of 2 clients are allowed in this room at any one time, (i.e. 2 children, or 2 adults, or 1 adult with 1 child). Chairs have been re-arranged to ensure 2 metres social distancing is maintained between the therapist and the clients. Only a very limited amount of playroom equipment that can be thoroughly sanitised after each use can be used. Paper roll dispenser is installed and Evans | None required at present. |

| Covid-19 Risk Mitigation | Controls & Measures | Further Measures |
|--------------------------|--|---|
| | <p>Vanodine Safe Zone Plus™ is supplied. The therapist is to practice with a window open for fresh air into the room, and between clients the door is left open for air change through the room. If air-con is used a window should be open or ajar for fresh air into the room.</p> | |
| Therapy Room 4 | <p>No self-employed therapists are currently practicing at the premises and Therapy room 2 remains unoccupied and out of use. Clients do not have access to this room so furniture is not touched or contaminated.</p> | <p>None required at present.</p> |
| WC | <p>WC is available for use, and for hand washing and hand sanitising. Evans Vanodine Trigon® Plus hand wash (EN 1499, EN 13727 & EN 1276; kills 99.999% of bacteria) is located in the WC with single use paper towels. Hand sanitiser dispenser containing Purell® Advanced Hygienic Hand Sanitising Foam (Conforms to EN 1500, Virucidal according to EN 14476, Bactericidal EN 1040, EN 13727, EN 1276 Yeasticidal, EN 1275, EN 1650, EN 13624, Fungicidal EN 1650) is located in the WC. Covid-19 signage which gives instruction on how to wash hands is installed in the WC.</p> | <p>At regular intervals the WC is cleaned and sanitised using Evans Vanodine Safe Zone Plus™ and if necessary Bleach. At regular intervals the WC hand sanitiser, hand wash and paper consumables are checked and replenished as necessary.</p> |
| Insurance | <p>Holistic Health Limited complies with its insurance obligations and has kept its Insurer RSA updated via Broker Marsh Commercial throughout the Covid-19 pandemic and lockdown. The premises have been deep cleaned, Covid-19 specific signage has been installed and PPE, consumables and cleaning materials stocked before re-opening on 01/06/20 and stock levels are regularly monitored. The Covid-19 Risk Assessment has been completed and Covid-19 Safety Guidelines published. On 09/06/20 Marsh Commercial confirmed that Holistic Health Limited had completed necessary measures to re-open the premises on 01/06/20. On 12/11/20 Marsh Commercial re-confirmed in writing that Holistic Health Limited had completed necessary measures to remain open and continue trading during the Lockdown in England. On 08/01/21 Marsh Commercial re-confirmed in writing that Holistic Health Limited's Employer and Public Liability Insurance remains in place during the third National Lockdown in England which began on 05/01/21. On 25/03/21 Marsh Commercial renewed Health Limited's Employer and Public Liability Insurance and confirmed our cover remains in</p> | <p>None required at present.</p> |

| Covid-19 Risk Mitigation | Controls & Measures | Further Measures |
|---------------------------------------|--|----------------------------------|
| | <p>place during the ongoing Covid-19 restrictions. Current "Moving to Plan B" in England effective 10/12/21 does not suggest the premises needs to close, therefore March Commercial do not need contacting at this time.</p> | |
| <p>Working from home (WFH)</p> | <p>Currently only Psychotherapist Raphael Lopez de Soto is practicing in person at the premises. To ensure risk is minimised as much as possible the other employee continues to WFH and no self-employed therapists are currently practicing at the premises.</p> | <p>None required at present.</p> |

| Reviews & Updates | Status & Initials | Date |
|--|--|----------|
| Premises deep cleaned. | Completed TD | 17/05/20 |
| Covid-19 Risk Assessment and subsequent mandatory Covid-19 Safety Guidelines completed. | Completed TD | 21/05/20 |
| Carpeting deep cleaned and sanitised (Gold Standard option) by Pro Carpet Cleaning Godalming. | Completed TD | 26/05/20 |
| Covid-19 specific signage installed. | Completed TD | 30/05/20 |
| Additional stockpile PPE, consumables and cleaning materials ordered. | Completed TD | 02/06/20 |
| Review one week after re-opening to ensure effectiveness and workability of the mandatory Covid-19 Safety Guidelines, and to gauge client reaction and compliance. | Reviewed. No amendments required. Mandatory safety guidelines are being complied with, positive client feedback to RL. TD | 07/06/20 |
| Review one week after re-opening to evaluate if TD can return to working at the premises. | Reviewed. To continue to minimise risk TD to continue working remotely for the time being. TD | 07/06/20 |
| Review to evaluate if any self-employed therapists can make a gradual return to the centre. | Reviewed. To continue to minimise risk Raphael to continue working at the centre only. All self-employed therapists will continue to work remotely until at least September 2020. All self-employed therapists have been informed by TD. | 19/06/20 |
| Review of reducing 2 metres social distancing inside premises to "one metre plus" which the Government will make effective in England from 04/07/20. | Reviewed. To continue to minimise risk the 2 metres social distancing will be maintained inside premises. Existing signage to remain as is. TD | 04/07/20 |
| Review one week after the Government's relaxation of Covid-19 restrictions in England scheduled to take place on Saturday 04/07/20 to evaluate if any safety measures could/should be relaxed. | Reviewed. No relaxation of Covid-19 Safety Guidelines will be made therefore no amendments are required. Mandatory safety guidelines are being complied with. TD | 11/07/20 |
| Additional stockpile PPE, consumables and cleaning materials ordered. | Completed TD | 14/07/20 |

| Reviews & Updates | Status & Initials | Date |
|---|---|----------|
| Review of Government's proposal to make wearing face coverings mandatory for shoppers in shops in England from 24 July 2020. | Reviewed, premises are classified as an office therefore not applicable. Clients will continue to be encouraged to wear face masks as per the Covid-19 Safety Guidelines. | 14/07/20 |
| Review of media rumour that Government are to make wearing face coverings mandatory in offices in England? | Reviewed and completed. Additional PPE ordered 14/07/20 in preparedness. Rumour was unfounded and clients will continue to be encouraged to wear face masks as per the Covid-19 Safety Guidelines. TD | 14/08/20 |
| Government has announced that NHS Track & Trace and Public Health England (PHE) are to be amalgamated into a new body to be named the National Institute for Health Protection (NIHP). | Completed. Risk Assessment and Covid-19 Safety Guidelines updated as far as possible, to be further updated when more details about NIHP are confirmed by the Government. TD | 17/08/20 |
| Review due mid-August 2020 to explore the feasibility of return of self-employed therapists to the premises September 2020. Risk Assessment Version 1 applicable from 01/06/20 to 31/08/20 to be replaced with Risk Assessment Version 2 effective from 01/09/20, which takes in to account self-employed therapists and their client groups returning to the premises from 01/09/20, and any changes Government. Covid-19 Safety Guidelines updated accordingly for use from 01/09/20, websites to be updated by 01/09/20. | Completed TD | 20/08/20 |
| Only one self-employed therapist has returned to practice at the premises for one 3 hour period each week, this does not significantly increase footfall in the premises and is well within the scope of this Risk Assessment, no changes made. | Completed TD | 14/09/20 |
| Stockpiled PPE, consumables and cleaning materials checked no additional stocks necessary at this time. | Completed TD | 30/09/20 |
| Under review, media reports of increase in Covid-19 cases in NE England and other parts of the UK. | Completed TD | 31/10/20 |
| Deep clean of the premises completed. | Completed TD | 29/11/20 |

| Reviews & Updates | Status & Initials | Date |
|---|---|------------------------------|
| <p>Review completed of business guidance for the new national restrictions in England which are effective from 5 November 2020; https://www.gov.uk/guidance/new-national-restrictions-from-5-november</p> <p>Review completed of the Health Protection (Coronavirus, Restrictions) (England) (No. 4) Regulations 2020 which detail the current Government Guidance, Part 3, (page 32), Businesses Permitted to Remain Open, 47. Dental services, opticians, audiology services, chiropody, chiropractors, osteopaths and other medical or health services, including services relating to mental health. https://www.legislation.gov.uk/ukxi/2020/1200/pdfs/ukxi_20201200_en.pdf</p> | <p>Completed TD Further Review Completed TD</p> | <p>02/11/20 11/11/20</p> |
| <p>Marsh Commercial (Holistic Health Limited's Insurance Broker) re-confirmed in writing that Holistic Health Limited had completed necessary measures to remain open and continue trading during the Lockdown in England.</p> | <p>Completed TD</p> | <p>12/11/20</p> |
| <p>Review of the Government's New SARS-CoV-2 variant information and guidance.</p> | <p>Completed TD</p> | <p>21 to 29/12/20</p> |
| <p>Review of the Government's Covid-19 business guidance completed and is under constant review; https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p> <p>Review of the Government's Local Restrictions Guidance completed is under constant review; https://www.gov.uk/find-coronavirus-local-restrictions and https://www.gov.uk/guidance/tier-2-high-alert</p> | <p>Holistic Health Limited is permitted to remain open during Tier 2 High Alert to provide essential psychological and mental health services in accordance with Government guidance and legislation. Risk Assessment, mandatory Covid-19 Safety Guidelines, websites updated accordingly.</p> <p>Completed TD</p> | <p>02/12/20</p> |
| <p>Premises closed for Christmas & New Year holidays 21/12/20 to 03/01/21 inclusive. Deep clean completed 02 & 03/01/21 ahead of opening again on Mon 04/01/21.</p> | <p>Completed TD</p> | <p>02 to 03/01/21</p> |
| <p>Review of the Government's Covid-19 business guidance Closing certain businesses and venues in England updated 24/12/20 completed; https://www.gov.uk/government/publications/further-businesses-and-premises-to-close/closing-certain-businesses-and-venues-in-england</p> <p>Review of Statutory Instrument 2020 No. 1611 The Health Protection (Coronavirus, Restrictions) (All Tiers and Obligations of Undertakings) (England) (Amendment) Regulations 2020 completed; https://www.legislation.gov.uk/ukxi/2020/1611/made</p> <p>Review of the Government's Local Restrictions Guidance completed is under constant review; https://www.gov.uk/find-coronavirus-local-restrictions and https://www.gov.uk/guidance/tier-4-stay-at-home</p> | <p>Holistic Health Limited is permitted to remain open during Tier 4 Stay at Home to provide essential psychological and mental health services in accordance with Government guidance and legislation. Risk Assessment, mandatory Covid-19 Safety Guidelines, websites updated accordingly.</p> <p>Completed TD</p> | <p>21/12/20 to 03/01/21</p> |

| Reviews & Updates | Status & Initials | Date |
|--|---|-----------------------|
| <p>04/01/21 the Government announces a third National Lockdown in England effective from midnight on 05/01/21. Review completed of the following guidance and legislation which confirms that Holistic Health Limited can remain open during the National Lockdown in England which began on 05/01/21;</p> <p>The Government's National Lockdown: Stay at Home guidance 04/01/21 updated 06/01/21 confirms; Businesses and venues which can remain open > Healthcare and public services > other medical or health services, including services relating to mental health.</p> <p>Statutory Instruments 2020 No. 1611 The Health Protection (Coronavirus, Restrictions) (All Tiers and Obligations of Undertakings) (England) (Amendment) Regulations 2020 effective 20/12/20 confirm; Businesses allowed to remain open in Tier 4 area > Paragraph 17 > Sub-paragraph (o) dental services, opticians, audiology services, chiropody, chiropractors, osteopaths and other medical or health services, including services relating to mental health</p> <p>Statutory Instruments 2021 No. 8 The Health Protection (Coronavirus, Restrictions) (No. 3) and (All Tiers) (England) (Amendment) Regulations 2021 effective 05/01/21 amends previous Statutory Instruments 2020 No. 1611. Businesses allowed to remain open in Tier 4 area > Paragraph 17 > Sub-paragraph (o) dental services, opticians, audiology services, chiropody, chiropractors, osteopaths and other medical or health services, including services relating to mental health remains valid during the National Lockdown in England.</p> <p>The Government's Working safely during coronavirus (COVID-19) business guidance (Offices and Contact Centres) updated 01/01/21.</p> <p>The Government's New SARS-CoV-2 variant information and guidance.</p> <p>The Government's Covid-19 business guidance Closing certain businesses and venues in England updated 24/12/20.</p> <p>The British Association of Counselling & Psychotherapy (BACP) Coronavirus (COVID-19) Guidance and resources for members updated 05/01/21.</p> | <p>Holistic Health Limited is permitted to remain open during this third National Lockdown in England to provide essential psychological and mental health services in accordance with Government guidance and legislation. Risk Assessment, mandatory Covid-19 Safety Guidelines, websites updated accordingly.</p> <p>Completed TD</p> | <p>04 to 06/01/21</p> |
| <p>On 08/01/21 Marsh Commercial re-confirmed in writing that Holistic Health Limited's Employer and Public Liability Insurance remains in place during the third National Lockdown in England which began on 05/01/21.</p> | <p>Completed TD</p> | <p>08/01/21</p> |

| Reviews & Updates | Status & Initials | Date |
|--|---|-----------------------|
| <p>Status of Therapy Room 4 changed to unoccupied and out of use because the self-employed therapist who was using therapy room 4 for one evening every week from 14/09/20 to 25/01/21 is not practicing at the premises for the time being. Overcrowding Considerations also updated accordingly.</p> | Completed TD | 26/01/21 |
| <p>Review completed of the new Covid-19 SARS-CoV-2 variant VUI-202012/01 & VOC-202102/02 (referred to as the Kent variant) that has been discovered in parts of the UK.</p> <p>Review completed of and the new Covid-19 SARS-CoV-2 variant VOC-202012/02 (other names 501Y.V2 and B.1.351 referred to as the South African variant) which has been discovered in the Goldsworth Park and Maybury areas of Woking.</p> <p>Review completed of the Government's New SARS-CoV-2 variant information and guidance which has currently not changed.</p> <p>Review completed of Surrey County Council Local Surge Testing which has been completed in Goldsworth Park, and has commenced in the Maybury area of Woking on 18/02/21.</p> <p>For details see updated section Covid-19 New SARS-CoV-2 Variant in the UK on page 7.</p> | Reviews completed, close monitoring ongoing. TD | 18/02/21 and ongoing. |
| <p>On 25/03/21 Marsh Commercial renewed Health Limited's Employer and Public Liability Insurance and confirmed our cover remains in place during the ongoing Covid-19 restrictions.</p> | Completed TD | 25/03/21 |
| <p>Review completed of the following guidance and legislation which confirms that Holistic Health Limited can remain open during the Government's roadmap out of the current lockdown for England which began on 08/03/21;</p> <p>a. The Government's COVID-19 Response - Spring 2021 roadmap out of the current lockdown for England published 22/02/21.</p> <p>b. The Health Protection (Coronavirus, Restrictions) (Steps) (England) Regulations 2021, Statutory Instruments No 364 legislation effective 29/03/21 which confirms;</p> <p>SCHEDULE 1 Step 1 > PART 2 Closure of, and restrictions on, businesses > Businesses allowed to remain open in Step 1 area > (o) dental services, opticians, audiology services, chiropody, chiropractors, osteopaths and other medical or health services, including services which incorporate personal care services and treatments required by those with disabilities and services relating to mental health.</p> <p>c. The Government's Covid-19 business guidance (Offices and Contact Centres) updated 08/04/21.</p> | Holistic Health Limited is permitted to remain open during the Government's roadmap out of the current lockdown for England which began on 08/03/21. Risk Assessment, mandatory Covid-19 Safety Guidelines, websites updated accordingly. Completed TD. | 08/03/21 to 11/04/21 |

| Reviews & Updates | Status & Initials | Date |
|--|--|-----------------------------|
| <p>d. The Government's Covid-19 Coronavirus restrictions: what you can and cannot do guidance updated 06/04/21.</p> <p>e. The British Association of Counselling & Psychotherapy (BACP) Covid-19 guidance updated 31/03/21. The Government's New SARS-CoV-2 variant information and guidance, updated 01/04/21.</p> | | |
| <p>Review completed of the following guidance which confirms that Holistic Health Limited can remain open during the Government's roadmap out of the current lockdown for England (Step 3 Restrictions).</p> <p>a. The Government's Covid-19 Coronavirus restrictions: what you can and cannot do guidance (Step 3 Restrictions) state;</p> <p>Healthcare and public services > The NHS and medical services remain open, including: > dental services, opticians, audiology services, chiropody, chiropractors, osteopaths, <u>other medical or health services, including services relating to mental health.</u></p> | <p>Holistic Health Limited is permitted to remain open during the Government's roadmap out of the current lockdown for England (Step 3 Restrictions). Risk Assessment, mandatory Covid-19 Safety Guidelines, websites updated accordingly with minor changes. Current protocols will continue and will be reviewed ahead of 19 July 2021 when Step 3 will end. Completed TD.</p> | <p>30/06/21</p> |
| <p>Ongoing review completed throughout summer/autumn 2021. We will maintain our cautious approach and our current Safety Guidelines will continue with no changes. To be reviewed in the event of new developments or new restrictions.</p> | <p>Review completed TD.</p> | <p>19/07/21 to 09/12/21</p> |
| <p>Review completed of;</p> <p>a. The Government's Covid-19 Coronavirus restrictions: what you can and cannot do guidance ("Moving to Plan B" in England) effective 10/12/21.</p> <p>b. The Government's Covid-19 business guidance (Offices and Contact Centres) effective 10/12/21.</p> <p>c. The British Association of Counselling & Psychotherapy (BACP) Covid-19 guidance updated 09/12/21.</p> <p>d. The UK Health Security Agency (UKHSA) COVID-19 variants identified in the UK-in-the-uk updated 08/12/21.</p> | <p>Holistic Health Limited is permitted to remain open during the Government's "Moving to Plan B" in England. Risk Assessment, Covid-19 Safety Guidelines and websites updated accordingly. Government guidance, especially that relating to the Omicron Covid-19 variant, will be subject to ongoing review and this Risk Assessment will be updated accordingly.</p> | <p>10/12/21</p> |

Ends