



September 2020

Physiotherapy & Fitness Service Update

We are excited to be back doing what we love. In order to restart some of our sessions under the context of COVID-19, we have made some changes to the way we are working. Our priority continues to be to prevent the spread of COVID-19 and to protect you and your family and our staff through continuing to offer you our best and safest service possible and to continue to work within current government and guidance and restrictions. We remain committed to support you during these exceptional times.

Face to Face Appointments

We are now able to offer **Face to Face sessions** with you where appropriate. The decision as to whether this is an option for you needs to be carefully considered on an individual basis.

Just some of the actions and measures we have put in to place.....

- All staff are **screened and temperature checked** prior to their session with you and are **wearing PPE** (gloves, apron and masks and/or visors)
- An individual **risk assessment** will be completed before your sessions to ensure a face to face session is appropriate for you and you will be **screened and temperature** checked before your appointment with us
- We are asking all clients to wear a **mask** to appointments and undertake a temperature check
- We are carrying out **enhanced cleaning** and providing hand sanitizer throughout our buildings and clinical areas.
- To ensure **social distancing** there is currently a limited waiting area and no café available
- We have **reduced capacity** for some of our sessions as we are staggering appointment times and have made our clinical areas single client use

Remote Consultations

We continue to be able to offer you appointments through **Remote Consultation**, either via email, phone or video calling, or a combination of these methods.

If following a risk assessment or based on your own preference a face to face session is not possible there is still a lot we can offer to you through remote consultation.

During a remote consultation we can observe your movements, assess your current issues, symptoms, concerns and provide advice on things that may help you including postures and positioning, providing/ reviewing exercises and advice on how to control and improve your movement/activity. We can also exercise with you (with carer or family support if required)

during the session. A remote consultation may open up other opportunities, like us seeing you in your home environment, allowing us to make more specific recommendations.

Exercise Groups

We are currently offering some of our exercise groups through **Virtual Classes**. If you previously attended an exercise group please contact the team if you would like to start to exercise with us again.

Exercise Videos

We have a range of pre-recorded 10-minute **Exercise Videos** for you to use at home. These are aimed at helping you to continue to exercise and maintain your strength, flexibility and fitness whilst you are at home and unable to access your normal classes and/or physiotherapy sessions. They can be used alongside any specific exercises that may have already been provided by your physiotherapist.

Hydrotherapy

We are now able to offer hydrotherapy sessions. Following government guidance and social distancing restrictions our previous sessions have changed. If you previously attended a hydrotherapy session with us, the time and day we are able to offer you may have also changed.

If you wish to book an appointment, or for further information on any of our sessions or on COVID-19, how we are mitigating risks and operating currently, please contact the team at: physiofitness@whitelodgecentre.co.uk or Telephone 01932 577997