

Visitor Guidance

As we return to face to face working we have implemented the guidance below to ensure the safety of client and clinicians. Please adhere to this if you wish to meet with your therapist.

- If you have any symptoms of Covid-19 please do not attend your face to face session. Follow the link for the symptoms of Covid-19 https://www.who.int/health-topics/coronavirus#tab=tab_3
- Please inform your therapist if you begin to experience symptoms during your appointment and they will follow the removing people procedure
- When you arrive for your appointment please wait outside the building and telephone your therapist to make them aware you are here, they will then greet you into the building
- We have operated a one way system to enter and exit the building, please enter using the front door and exit at the back of the building
- You will be required to wear a mask when moving inside the building, you will be free to remove this when seated in the room behind the screen
- Hand sanitiser is located at the front entrance, please use it immediately upon entering the building
- If you use the car park please only get out of your car if you can remain 2 meters away from anyone else in the car park
- We have a government required track and trace system in place so the therapist will inform us who has attended each day. We will hold this information in accordance with ICO Guidance. Please also refer to the updated How We Use Your Personal Information leaflet regarding this
- We are not able to offer you a drink so please bring one with you
- The downstairs lavatory will be available for use however please note it will only be cleaned once a day in a morning
- Please respect the 2 meter social distancing requirement at all times