



Coronavirus (COVID-19) Infection Prevention & Control Policy

Carried out by: The Mind Loft

This Policy document has been created as a result of the coronavirus (COVID-19) pandemic.

Firstly, I sincerely hope you are managing well during these uncertain times. I am pleased to reopen my doors and be able to offer you my services once again, and I look forward to seeing you again as soon as possible.

My priority is the health and safety of clients and myself, and in order to re-open our business safely I have implemented some changes which I would like to make you aware of.

During the time the business has been forced to close due to the Pandemic, I have completed the Coronavirus (COVID-19) Infection Prevention and Control Workshop, certified by SOLUTIONS4THERAPISTS. I have now made a number of changes in the way that we operate in order to ensure that the business can continue to function and provide high standards of service in a safe way.

Booking Appointments

In the first instance, it is preferable that sessions are to be conducted online via password protected video conferencing software, however if this is not a suitable option, then an in-person appointment will be made.

If I feel ill or have symptoms of COVID-19, I will self-isolate immediately and will not attend the workplace. This may mean that I have to cancel your appointment and at short notice. I appreciate that this may be inconvenient but rest assured it is done entirely for safety of everyone. Should your appointment be cancelled, you will be able to re-book at a later date or request a session voucher for future use.



If you, or any of the people you live with feel ill or display any symptoms of COVID-19, please advise us as soon as possible and please DO NOT ATTEND the premises for your appointment or for any other reason. Our booking terms and conditions have been amended and you will not be charged for any appointments which you may miss due to illness.

In the event of any future restrictions or “lockdown”, any scheduled in-person appointments will be transferred to an online option, you will be able to re-book at a later date or request a session voucher for future use.

Visiting our Premises

In order to keep you safe and maintain social distancing, I ask that you attend your appointments as close to the appointment time as possible. Please do not turn up early for appointments as this may mean that you come into contact with other clients who are just leaving, thus compromising social distancing measures.

I have increased the frequency of cleaning within our premises, including making sure that common surfaces, door handles etc. are wiped clean using disinfectant products between each client. All equipment will be disinfected in line with the specific manufacturers’ instructions for your safety.

In the interests of good Hand Hygiene, I request that you wash your hands as soon as you arrive at the premises, using the soap and water provided in the wash room area. I will also have hand sanitizer available for you to use when you come into the premises.

I will understand and not be offended if you wish to wear a face mask and/or wear disposable gloves when you visit the premises and during your therapy. Please keep yourself updated with current face covering government regulations, and if currently required, ensure you use a covering within the building unless exempt. Visit www.gov.uk for advise on current regulations and lists of exemptions.

Please don't be surprised or upset if I use personal protective equipment (PPE) during your visit and during your therapy. This may include disposable gloves, face masks and protective screening where appropriate.

Wherever possible, I will utilise environmentally friendly products and PPE equipment throughout our business which will be disposed of safely after use in order to protect you from cross infection.



I can confirm that the safe laundering of blankets, covers and workwear is a priority and I can assure you that all business related laundry is washed at 60 degrees C. All disposable items are bagged and safely removed from the therapy area in between each client.

My Services

I have carried out a risk assessment on all treatments/provision of my services and I am confident that I can continue to provide these safely and will be undertaking Lateral Flow tests bi-weekly.

During your Session

I understand the importance of hand hygiene and we will ensure that I wash my hands in according with NHS recommendations before the start of your therapy.

I will always endeavour to make your therapy safe, comfortable and enjoyable. If you have any concerns about your therapy please let me know and I will do what I can to address these.

After the Session

In order to avoid handling of cash, I would prefer that you pay for your therapy in advance using bank transfers or payment online.

All stated procedures and changes have been implemented for the safety of yourself, the business and myself. We will continue to take advice from the Government and the NHS regarding safe practice and will amend this policy as necessary.

Thank you for your understanding.

Laura Watkins

13/12/2021