

Cotswold Mobile Massage

Client Information Pack for Mobile Services

Please read carefully before your appointment.

A lot has changed since we provided our last mobile visits back in March 2020 so please take a moment to familiarise yourself with details in this document. If you have any questions then please don't hesitate to get in touch.

Preparing for your Therapists Arrival

Therapists are thoroughly briefed on how to safely deliver mobile therapy during these times and must to be symptom-free and from a symptom-free household in order to work.

Please help us to work as safely as possible by following these simple steps:

- Please sanitise surfaces that your therapist is likely to contact EG. any door handles, taps, loo flush.
- If you or anyone in your household is feeling unwell, please contact us immediately to postpone your treatment. Therapists reserve the right to refuse treatment if you are exhibiting flu-like symptoms on the day of your massage.
- Wherever possible, please shower or bathe on the day of your appointment.
- Government guidance recommends having a window or door open for ventilation.

On your Therapists Arrival

- If it's possible, keep an eye out for your therapists arrival and meet them at the front door to avoid knocking or using the door bell
- Please ensure you are wearing your face covering when you answer the door. Your therapist will also be wearing a visor and mask and will don gloves for your treatment.
- Some of our therapists carry contactless thermometers and may ask to check your temperature before proceeding.
- We would be grateful if you can open and close doors for our therapists and show them to the treatment space.
- Try and maintain a 2 metre distance where possible
- Therapists will leave shoes and outer wear in the entrance hall to avoid bringing them into your living space

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Setting up the Treatment Space

- Whilst your therapist sets up their equipment, please take this time to thoroughly wash and dry your hands if you haven't already
- Once the therapist has setup they will ask to wash their hands too. They will have their own wash bag including soap and disposable hand towels.

Declaration & QR Code

- The therapist will ask you to sign a declaration confirming your health status and exposure to Covid-19 hasn't changed since completing your initial consultation.
- We are now required to carry a QR Code for the Track & Trace app. If compatible, please scan with your smart phone. NB. We are required to carry and show the QR Code but you have the choice whether or not to use it. If you aren't able or chose not to scan the QR Code you can still receive treatment.

During your Treatment

Unless the mask is causing you discomfort, distress or difficulty to breathe we must ask that you maintain wearing your face covering for the duration of your treatment. We understand this is difficult in some circumstances in which case you can agree a solution with your therapist.

After your Treatment

- We advise sanitising any surfaces – door handles, taps etc. that your therapist has come into contact with during their visit
- We also advise ventilating the area afterwards
- To book your next appointment, please go online and use our online booking system via our website

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Required for you

From the 8th of August, it became mandatory for face covering to be worn in a therapeutic setting. This means we must ask you to wear a face covering for the duration of your visit.

Exemption

We fully understand why some people cannot safely wear a face covering. If you are medically exempt, please notify us in advance so that the therapist can make a decision about whether or not they're able to treat you, as this decision has the potential to put our therapists health at risk as well and their families.

Pregnant Clients:

Our pregnancy treatments take place with the client lying in a side-lying position on the massage table. This will make it more comfortable to wear a face covering or mask as you won't be lying faced down. If you have any pregnancy pillows or bolsters to support your hips during the treatment please let us know as it will require bringing less equipment into your home.

Required for the therapist

Therapists are required to wear a mask, visor and gloves for the duration of your treatment. Gloves will be donned once ready to put up equipment. Where it's not possible to change uniform between clients a disposable apron will be worn.

Are gloves noticeable?

We're relieved to say that they *are not* noticeable! All of our feedback so far has agreed that the gloves can barely be felt and don't adversely effect the feeling of the massage.

Cleanliness and Disinfection Procedures

We want to reassure you that we are following strict hygiene and cleaning protocols inline with government advice and advice from our professional associations.

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Thank you for taking the time to read this document – we understand it's a lot to take in so we aim to make this process as seamless as possible for you.

Guidelines are constantly evolving so we'll update you as and when they happen. If you have any questions about our new policies and procedures please don't hesitate to get in touch.

Wishing you a wonderful massage,

Kate Browne
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