



Making the essential assessment process safe for all of those involved.

CareFlex & Customer Safe Working Guidance

CareFlex are currently only facilitating essential face-to-face visits.

These visits are a key part of our working practice, but during these unprecedented times we must safeguard our staff, our customers, and the wider population. CareFlex will regularly review our position in line with Government guidance.

Please be assured that CareFlex are still here for our customers and are able to offer a range of services to help if we are unable to visit.

Assessments

Assessments are vital to appropriate chair prescription. Face-to-face visits allow the completion of comprehensive assessments; however, during this pandemic working practices have had to be adjusted in order to protect the NHS and save lives. With thorough planning, a remote assessment can be just as effective. Our Clinical Specialist is also available to support these new processes.

CareFlex are offering the following two assessment options:



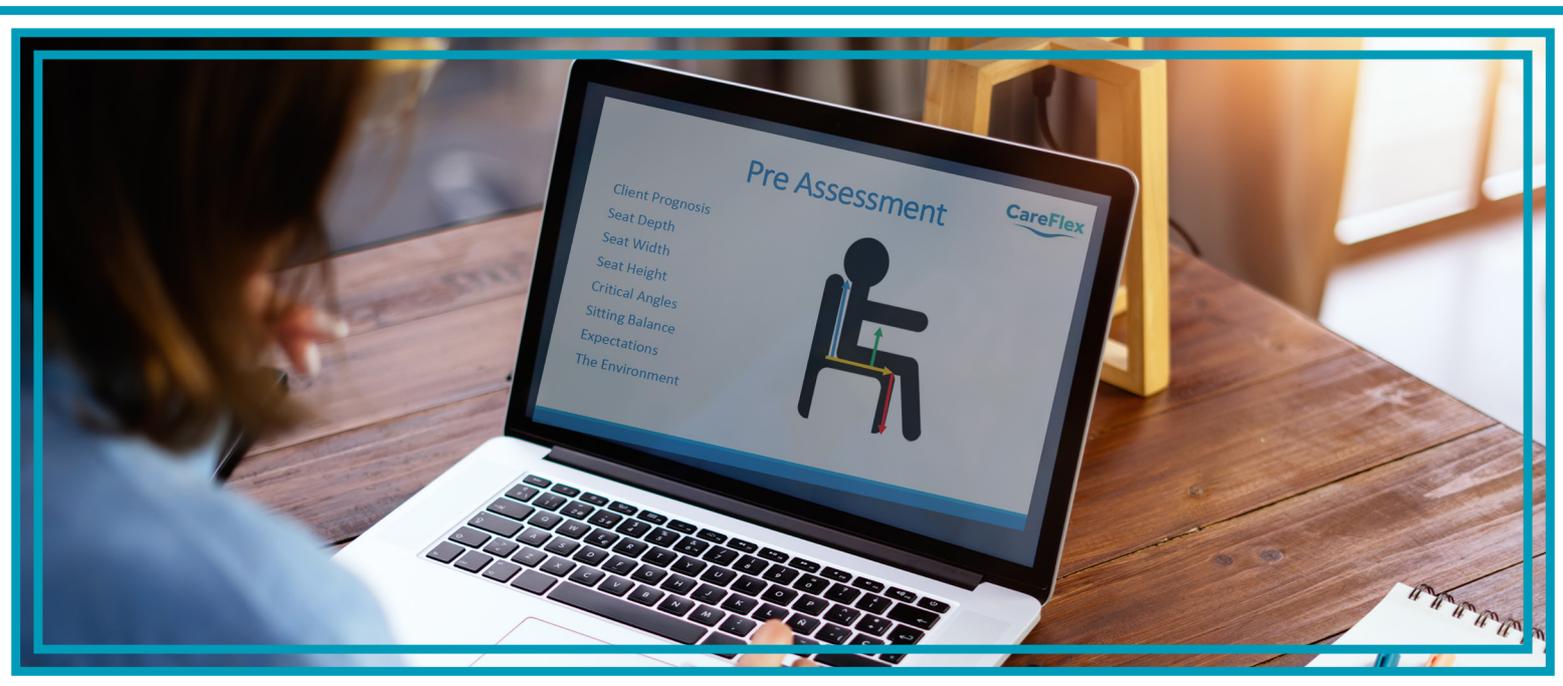
1 Face-to-Face Assessments

- Face-to-face conventional seating assessment; now modified to reduce the risk to all involved.
- CareFlex seating assessor will be in attendance with the client (and/or their support network) and the named clinician.
- This option is currently only suitable for visits deemed essential and will be subject to a risk assessment.
- Information gathering prior to the assessment will be critical to limit the duration of the visit.
- Personal protective equipment, hand hygiene, and social distancing guidance will be followed, where possible.
- See below for our 'Essential Visits' protocol.

2 Remote Assessments

- Remote seating assessment with the option to complete via video call – this may be a three-way call if the client's named clinician is also unable to complete a face-to-face visit.
- The clinician will be asked to complete a clinical assessment form, to the best of their ability, prior to the assessment. This form can be reviewed with the seating assessor during the assessment.
- During the call, the client (and/or their support network), seating assessor and clinician will discuss seating objectives, any postural challenges, and the chair requirements.
- Obtaining the client's measurements for appropriate seat depth and width will be an important aspect of the assessment.
- All attendees will agree on the chair prescription before the order is submitted.
- CareFlex seating assessors are highly skilled and experienced so will guide everyone thoughtfully through the process.

Do not worry if there is no named clinician – contact us and we will do our best to guide all our customers through these new processes.



Essential Visits

A face-to-face visit may be deemed essential if the benefits outweigh the risks. If a visit is essential for assessment, delivery and set-up, or review purposes, the following precautions are now in place:

1. On referral to CareFlex, the standard information gathering process remains the same so that the referral can be passed to the relevant regional seating assessor.
2. Following discussions with the assigned seating assessor, it will be determined whether a face-to-face visit is essential. A risk assessment will be part of this decision-making, as advised by the Government. Customers may be asked the following questions:
 - Is anyone who needs to be in attendance at the visit in the 'clinically vulnerable' or 'clinically extremely vulnerable' groups?
 - Have the attendees, or anyone they've been in contact with, had symptoms of COVID-19 in the last 14 days?
 - a new continuous cough
 - a high temperature
 - a loss of, or change in, your normal sense of taste or smell
3. If the answers above allow for a low-risk visit then this will be booked in with the seating assessor and the client's named clinician. The client's support network, if they are relied upon for care, will also be invited to attend but attendees should be kept to a minimum.
4. The day before the planned visit, CareFlex will contact attendees to ensure the above situation remains accurate.
5. On the day of the visit:
 - The seating assessor will check again that the situation remains low-risk. Please be aware that the seating assessor reserves the right to reschedule the visit if the situation has changed.
 - The chair will be wiped with Steri-7 and the seating assessor will sanitise their hands prior to commencing.
 - The seating assessor will wear personal protective equipment, in line with Government guidance.
 - The seating assessor will maintain 2 metre social distancing, wherever possible. All attendees must also understand the importance of this.
 - The duration of visits will be as brief as possible – ideally 15-30 minutes.
 - If more time is required, such as for moving & handling, the seating assessor may step out of the room/property.
6. After the visit, please be assured all necessary sanitising of equipment will take place.



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