

## Statement Regarding Face to Face Appointments during Covid-19 Restrictions

This documentation is to be read in conjunction with the Covid-19 policy attached.

I have been requested to arrange a face to face appointment with you. As such I wish to draw your attention to the following information so that you can choose if you wish to attend. I take the Covid-19 risk of infection very seriously and as such wish to offer a collaborative plan to ensure a safe assessment under the current circumstances of the Covid-19 pandemic. In order to complete a face to face assessment the following steps will be followed:

1. A socially distanced face to face assessment during which I will be wearing PPE and you are strongly advised to also wear PPE.
2. The assessment will be conducted in a large room where a social distance of two meters will be adhered to.
3. The waiting room for the appointment is closed and only the person whose name is on the appointment letter will be allowed into the building at the time of their appointment. Please do not attend with another person as they will not be allowed in. If you cannot attend the appointment alone please contact us (details above) to discuss this. The only exception to this rule are minors or people with disabilities that mean they require a carer with them.
4. Proceeding with any face to face assessments during this time involves a necessary balance of risks. I have completed a risk assessment regarding my clinic facilities and regarding my own health. However, you need to consider your own health and the possible consequences to you and your family should you contract Covid19.
5. The evidence base indicates that being in a room with someone for a period of over 15 minutes increases risk of transmission. These assessments will be in large ventilated rooms, however you may need to be present for over 60 minutes. You need to consider how this increases your risk and what the health outcome maybe should you contract Covid19.
6. If you feel the risk of attending a face to face appointment is too great then I am able to offer an online video link assessments using a range of conferencing tools (Facetime, WhatsApp, Zoom, MS Teams, Skype) and I am happy to offer this as an alternative. If after reading this information and considering your risks you decide you would rather have a video assessment, please advise your solicitors who will be able to arrange this.
7. **As per the attached policy if you choose to attend for a face to face assessment our expectations of you are as follows:**
  - We insist that if you are showing any signs of being unwell you cancel your appointment.
  - As per government guidance, if you have been contacted and requested to socially isolate that you cancel your appointment.
  - You will be provided with hand sanitiser and we ask that all clients wash and sanitise their hands upon arrival and when leaving our clinics.
  - We will not shake hands during the appointment and will remain 2 meters away from you. Please provide us with the same socially distanced respect for infection control.

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- 8. To assist you in deciding if you wish to attend a face to face appointment, I have attached a risk assessment checklist. Please ensure you complete this on the day of your appointment prior to attending and if you feel unable to attend due to risks highlighted then please contact us or your solicitor to cancel the appointment.**

If we can provide any further assistance during this difficult period please let us know.

Mrs Keira Truswell  
Office Manager

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