

Coronavirus (COVID-19) Infection Prevention & Control Policy

For

Layla Hinchén - PMU, Aesthetics & Training Ltd



As you will know our priority is to keep you as safe as possible, and prior to re-opening the clinic we have implemented a number of changes which we would like to make you aware of.

During this time away from the clinic, all therapists and staff have completed numerous Infection Prevention and Control courses to ensure we continue to deliver treatments at the highest of standards, safety is our top priority and always has been, however we have now introduced additional measures during CoVid-19.

Booking Appointments

If any of our staff feel ill or have symptoms of COVID-19, they will self-isolate immediately and not come into the clinic. This may mean that we may have to cancel your appointment at short notice. We appreciate that this may be inconvenient but it is done entirely for your own safety. If your appointment is cancelled we will reschedule as quickly as possible.

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 **DO NOT COME TO THE SALON FOR YOUR APPOINTMENT**. Our cancellation policy will be slightly relaxed during this time and an additional appointment will be offered without hesitation. Our policy still remains the same on refunds / booking fees.

Visiting the Clinic

1. Prior to your appointment you will be sent an additional CoVid-19 form to complete. Please ensure this is returned as quickly as possible to avoid your booking from being cancelled.
2. Please do not use the buzzer system. Call us when you are outside and we will buzz you in.
3. For your safety and to maintain social distancing as much as we possibly can, we 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 or during our clean down process. If you are early, please wait in your car or outside.
4. We have increased the frequency of cleaning in the clinic including making sure that common surfaces, toilets door handles etc. are wiped clean using disinfectant products between each client arriving. All tools and equipment will be disinfected or sterilised or disposed of in line with our current protocols.
5. You will have access to soap and hot water to wash your hands as soon as you enter the building and there will also be a hand sanitiser on the reception desk as you enter the clinic.
6. Please arrive to your appointment alone. Extra visitors will not be permitted into the clinic.

7. Additional PPE will be required for all staff and clients. Please arrive with a face mask ensuring it fully covers your nose and mouth. If you are unable to get a face mask please contact us prior. We will have spare stock, however due to current shortages so much of this will be reserved for staff.

8. Please do not bring food or drink into the clinic and arrive with minimal items. As you arrive your therapist will be ready so you can go straight through to the treatment area. Please do not use the waiting area.

9. We will be working on a strict appointment only basis. Please do not "pop in" to see us without prior arrangements.

10. Consultations will continue to operate online with patch tests being posted out unless this is not possible in certain circumstances, in which case an appointment will be made for you.

11. Please be aware, our treatment space is open with 2 therapists working in the room at once on some occasions. Beds will remain a minimum of 2m apart, however if you are uncomfortable with this please let us know prior to your appointment.

Our treatments

We have carried out a full risk assessment on all treatments and we are confident that we can continue to provide these safely. However you may notice a delay in some treatments returning until we are confident the risks remain minimal.

During your treatment

We understand the importance of hand hygiene and we will ensure that wash our hands in according with NHS recommendations before the start of your treatment.

We will try to make your treatment as safe, comfortable and enjoyable as possible. If you have any concerns about your treatments please let us know as soon as possible.

All staff will have suitable PPE at all times and follow strict guidelines on minimising any chances of cross infection.

After the treatment

In order to avoid handling of cash and minimising close contact with other staff members we would prefer if you could pay for your treatment online prior to attending.

Any aftercare bags will be put together safely prior to your appointment and available for you to collect at the end of the service.

All of these procedures have been implemented for your safety and our staff. We will continue to take advice from the Government and the NHS regarding safe practice and will amend them as necessary.

Thanks you for your understanding.

Layla Hinchén & The Team

