

Policies and Procedures

Infection Control Policy

The Clinic has a strong and existing standard on hygiene and sanitation and operating in clean environments. We clean all machinery and equipment thoroughly between clients and at the beginning and end of each day.

Regular deep cleaning of the premises takes place to ensure the highest hygiene standards are maintained.

Full PPE is provided within the Clinic and we closely monitor the official guidance from Health Authorities and Local Governments regarding infectious diseases such as COVID 19. Clients must agree to strictly follow these guidelines as well as the official guidance and isolation guidelines from Health Authorities and Local Governments whilst at the clinic and at all other times or they will be held fully responsible for placing them self and others at risk.

A safe and effective hand washing technique is in place which is used in between each client. Sharp objects are also disposed of using the appropriate sharps box.

Privacy Policy

We are committed to protect your privacy and will ensure that any information you provide to us will be collected and used in accordance with the General Data Protection Regulation and the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations 2003. We will not share your data with any third party except for administrative purposes relating to the services provided and where we may be required to do so by law.

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising. You can choose the channel by which you will receive marketing and change your preferences at any time. You will only receive marketing by email or SMS.

Safeguarding Adults Policy

Our clinic is committed to safeguarding.

As we only treat clients 18+ we have training to safe guard vulnerable adults. A vulnerable adult is someone who is above the age of 18 and is unable to care for themselves and not able to protect themselves from harm. One of the differences with safeguarding adults is that while preventing them from risk abuse of neglect, they also need support maintaining control of their own lives. If a risk abuse of neglect is being taken place we must contact the local police 999 or 101, a safeguarding trusted partner e.g. NSPCC.

Safeguarding Children Policy

As we are concerned with you and your child's safety, we strictly prohibit children under the age of 18 within the treatment room. In emergency situations, please provide proper supervision for them in the form of an additional caretaker.

Right to Refuse Service

Staff has the right to refuse service to anyone behaving improperly, intoxicated or if their state of health may influence the effects of the service.

Health and Safety Policy

The health and safety of our clients is our utmost priority. If you are suffering from any contagious infection, we recommend that you reschedule your appointment until you feel better.

The company will do all that is reasonably practicable to:

- Provide adequate control of the health and safety risks arising from our work activities.
- Provide and maintain safe plant and equipment.
- Ensure safe handling and use of substances.
- Prevent accidents and cases of work-related ill health.
- Maintain safe and healthy working conditions.
- Review and revise this policy as necessary at regular intervals.

Capacity to Consent Policy

All patients looking to undergo treatment will need to ensure they are able to consent to the treatment during their consultation in order for treatment to go ahead. If the Clinic believe the individual cannot make an informed decision, the treatment will be denied.

Social Media

In the interest of protecting the Clinic from allegations and slander, all clients agree to communicate with the Clinic before leaving any negative reviews on Social Media platforms. Allowing the Clinic to investigate and resolve the issue.

Patient Confidentiality Policy

Confidentiality is defined as the principle of keeping secure information secure and secret from others, information which is given by or about an individual in the course/duration of a professional relationship. Clients have a right to expect that identifiable information about themselves provided during the course of their treatments will not be shared with other people without their knowledge. The disclosure of identifiable information without client consent to someone who did not previously know; breaches confidentiality.

Complaints Policy

At The Derma Lounge, we value and respect all of our clients, in place we have an accessible complaints procedure for all customers to follow which will address any dissatisfaction which may arise.

We ask that all clients come directly to us at the clinic so that they can be dealt with discreetly and quickly.

Complaints can be made in person, via telephone, via email or via social media. Our email address is thedermaloungeuk@gmail.com.

The owner will then contact you and work with you personally, professionally and confidently supplying you with a complaints form.

We aim to rectify the issue within 6 weeks. However, if are unhappy with how your complaint has been dealt with you can directly contact the Healthcare Inspectorate Wales:

Healthcare Inspectorate Wales

Welsh Government

Rhydycar Business Park

Merthyr Tydfil

CF48 1UZ

0300 0628163

hiw@gov.wales

Equality and Diversity Policy

To eliminating discrimination and encouraging diversity amongst our Clinic and our clients. With this in mind, our aim is that our workforce will be truly representative of all sections of society and each client feels respected. We do not discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

We regard breaches of our equality and diversity policy as misconduct and can lead to legal proceedings.

What Everyone Deserves:

- Respect
- Equality
- Patience
- Due Care
- Options
- Listening to
- Welcoming
- Fair charges for goods and services they give or receive
- To receive knowledge if requested

We appreciate that each client is equal although beautifully different in their own ways. Therefore, we can assure you that this policy is upheld at all times, within all actions and interactions within our business.

Due to the positioning of the treatment room, wheelchair access is not permitted. However, if the client is able to walk without additional help, they will be able to access the treatment room.

Patient Property

Patients are asked to place all valuable items inside their coat, handbag or pockets before treatment is provided. The door is locked whilst treatment is carried out and client's items will be within the room with the client. All items are left at the client's risk and we do not accept any responsibility for damaged or lost items.

Record Management and Retention Policy

We keep records of clients privately and confidentially in accordance with GDPR Data Protection Legislation. All client's records are stored safely and securely in an electronic GDPR compliant software. This includes patient records, complaints and client photographs. We also store files in a lockable cabinet. Data is collected and stored with the client's permission and kept strictly confidential.

All records will be destroyed within 8 years after their last visit. We will ensure that access is available for those who need to know, but for all others it will remain confidential.

Medical Emergency Action Policy

Test Patch Policy

A test patch is the use of a laser carried out in a small area of the skin, just as it will be in your full treatments to monitor how the skin reacts to the laser. Its main purpose is to determine the best settings to use. A patch test is carried out after conducting a consultation with the laser practitioner. The test is done 24 hours before your first treatment, so that any reactions have time to appear and your treatment plan can be adjusted if necessary to ensure effective results with minimal side effects. It is mandatory to have a test patch in each area you wish to receive laser hair removal. Your treatment will not go ahead if a patch test has not been conducted.

Fire Risk Assessment

It is our priority to minimise the risk to life and to reduce injury by maintaining the physical fire safety of the Clinic, to ensure that staff and visitors do not add to the fire risk and through safe evacuation of the clinic if a fire breaks out. The fire safety policy, procedures and risk assessments at the clinic are designed to help our staff and clients to respond calmly and effectively in the event of a fire.

Procedure in the event of a fire:

In the event of a fire, safety and preservation of life will override all other considerations. The safe evacuation of all clients/visitors and staff is our priority.

Buildings and property come second and no one should attempt to fight any fire at the expense of their own, or anyone else's safety. It is the duty of all staff to study and make themselves familiar with the Clinic emergency evacuation procedures. As part of the regular review of the clinic's risk assessment, the clinic arrangements for ensuring fire safety will be under continual review.

Emergency Evacuation Procedures

It is the responsibility of individual members of staff to ensure the safe evacuation of all clients/visitors for whom they are responsible, to lead to the designated places of safety. If possible, doors should be closed behind. It is important for staff to be familiar with alternative escape routes in the event that the primary route is blocked. The group will assemble at the predetermined place of safety. On arrival, names should be checked against the attendance of the client booking system (Fresha). The fire service will be called by a member of staff as soon as it has been confirmed that a real fire situation exists. Nobody should re-enter the building until being given express permission to do so by the senior fire officer present. Visitors on site will be made aware of fire safety arrangements upon arrival.

Cancellation Policy

If you need to cancel your appointment, we simply ask that you notify us of any cancellations or rescheduling at least 24 hours prior to the appointment. We understand emergencies can happen. If the booking was made on the same day, notify us at least 3 hours prior.

Refund Policy

No refunds will be given. However, if a medical reason has occurred and you are not able to continue with treatment then a refund can be organised for the remaining sessions. The amount to be refunded is calculated by the amount leftover after the single session prices, with any offers that were available at the time of purchase, is applied for the number of sessions already carried out.