



Covid 19 Patient Information

Let me take this opportunity to welcome you either as a new or returning patient to the Flawless Transformation.

In these unprecedented times, we have had to heavily adapt and innovate our services to be able to continue providing the same level of quality and care our clients have come to expect.

The following guide has been created to ensure that when attending the Clinic, you are fully informed on all aspects of our COVID-19 safety and compliance.

Please take care and stay safe.

Pippa & Claire

July 2020

Introduction

We are delighted to inform you that the Flawless Transformation will be re-opening after the COVID19 lockdown. We have implemented a strict Infection Control Policy that complies with government guidelines relating to all infections as well as COVID-19, to protect clients and staff from COVID-19 and ensure safe treatments in a safe environment.

At present we are restricted on the treatments we can offer but please do get in contact for more information, as this changes daily.

The transmission of COVID-19 is thought to occur mainly through respiratory droplets generated by coughing and sneezing, and through contact with contaminated surfaces. However, we also know that infection can spread from an infected individual who shows no symptoms. For these reasons we have implemented strict infection control policies within our clinics for our staff and clients. These represent huge compromises for both us and you, but hopefully you can see the logic and are reassured by the new measures we are taking in order to provide your treatment as safely as possible.

Please ensure you take the time to read and understand any and all written information sent to you in advance of your appointment.



It is important to keep in mind, there are no known means to absolutely guarantee zero risk of transmission.

Please do not hesitate to rebook your appointment **if**;

- you do not feel well -fever, cough, loss of sense of taste or smell, or just feeling ill
- any of your family members have symptoms- fever, cough, loss of sense of taste or smell, or just feeling ill
- anyone you have been in contact with has been diagnosed with Covid-19.

OR if you have any symptoms at all, that are not normal for you, give us a call and we will advise. Please do not just come along and ask us when you get here.

To help minimise any potential risk for yourself or the staff you will be advised to follow the following guidelines:

- Please arrive wearing a face mask. This should be kept on at all times. If you forget your own face mask you will not be allowed to proceed further unless you purchase a face mask from the clinic (£2).
- Arrive at the exact time of your appointment (not early / late). This is to ensure the minimum number of clients in the clinic at any one time.
- Please come alone.
- Bring as little as possible with you to your appointment.
- Leave non-essential items in your car / at home.
- Please bring your own bottle of water if you think you may need a drink as we are unable to provide this facility at present.
- On arrival, you will be directed straight to the treatment room.
- Avoiding touching any surfaces (e.g. doors) unless absolutely necessary.
- In the treatment room you will be asked to wash your hands according to infection control procedures.
- All treatment rooms will be disinfected between clients.
- Your practitioner will be wearing a face mask, eye protection and an apron.
- The practitioner will wash their own hands and don gloves prior to any direct contact with the client.
- You will be asked to sign an electronic consent form on our IPAD prior to your treatment. The IPAD and pen will be disinfected between all contacts.
- We request that you do not use the toilet in the clinic.



Whilst we are taking all sensible measure to manage risks to clients and staff, we recommend that you read the consent form very carefully. You need to be completely satisfied that you understand and accept the risks and terms described.

It is possible that a further lock-down may be imposed and should that occur, we will continue your care remotely. In the event of a further lock-down, any corrective procedures may be delayed until lockdown is released.

If this is an unacceptable risk to you, you should not proceed with any treatment.

No refunds /financial compensation can be offered for circumstances beyond our control.

By booking your treatment, you are accepting these risks and terms.

Please do not hesitate in contacting us if you have any further questions

Pippa Humphries & Claire Newman