



Lindsey Lodge Hospice & Healthcare

**BEAUTY THERAPY SERVICE
INCLUDING
“DRAGONFLY BEAUTY”**

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1. Policy Statement and Scope

The therapeutic and psychological benefits of patients having beauty therapy have been well documented. In particular, in the face of adversity, the desire to look good still remains the same. Nowhere is this more apt than for patients coping with the visible side-effects of cancer treatments, some of which can dramatically change their appearance and body image. Studies have shown that a positive outlook and renewed confidence and self-esteem are beneficial to patients, helping them to cope and continue with their treatment.

Lindsey Lodge Hospice and Healthcare (LLH) is now working in partnership with Dragonfly Beauty. This service offers a variety of beauty therapy treatments for hospice patients, staff, volunteers and members of the local community.

The following policy provides a summary guidance on how the partnership works, highlighting potential areas of risk and how these are managed collaboratively. It is important to consider this policy and processes in conjunction with the Touch Therapeutics policy and guidelines. In addition there is a License to Attend to be adhered to in conjunction with this policy which sets out the responsibilities of the Hospice and also that of the beauty therapist.

This policy is particularly relevant for the beauty therapist and all staff caring for patients known to LLH who access the beauty therapy service.

2. Roles and Responsibilities

2.1 The Matron and Registered Manager for LLH has overall accountability and responsibility for the implementation and monitoring of this policy and ensuring appropriate systems are in place to support the safe delivery and implementation of the beauty therapy service.

2.2 The Well-being Centre Manager is responsible for:

- The practical implementation of this policy within Lindsey Lodge Hospice and Healthcare.
- The general day to day co-ordination of the beauty therapy service in terms of environmental space and signposting for advice/support with patients.
- Ensuring staff are aware of the policy and requirements which includes new starters on their local induction.
- Ensuring that any incidents relating to the beauty therapy service are reported on the recognised incident reporting tool in accordance with the Managing Incidents Policy.
- Ensuring incidents in relation to the beauty therapy service are investigated appropriately.

2.3 Clinical staff (nursing, allied health professionals, health care assistants, advanced assistants) are responsible for:

- Ensuring that the guidance within this policy is adhered to when discussing the beauty therapy service with clients.
- Ensuring any issues identified with the beauty therapy service are reported immediately.
- Ensuring any associated incidents related to the safety of clients and their families accessing the service are raised through the LLH reporting system.

3. Staffing

- 3.1 Dragonfly Beauty is privately owned by a registered Beauty Therapist.
- 3.2 The registered beauty therapist may recruit/provide a contract to additional registered beauty therapists to assist with provision of the Dragonfly Beauty service. In this instance, it is the responsibility of the lead beauty therapist to check qualifications, references and indemnity of any individual they contract.
- 3.3 It will be the responsibility of Lindsey Lodge Hospice and Healthcare to support with provision of DBS clearance.
- 3.4 The registered beauty therapist and additional employees of Dragonfly Beauty will independently co-ordinate their working hours/days ensuring the Wellbeing centre team are aware of these on a regular basis.
- 3.5 Lindsey Lodge Hospice and Healthcare reserve the right for individuals to not work on their premises should there be complaints or issues of conduct that are not resolved to a mutual satisfaction. Any performance issues or concerns raised by Dragonfly Beauty clients (including hospice staff) are to be escalated to the lead beauty therapist.
- 3.6 If a patient accesses the Dragonfly Beauty therapy service that is known to other Wellbeing centre services, which has more complex needs, the Wellbeing centre staff (both nurses and allied health professionals) will support the beauty therapist as able in terms of moving and handling and/or raising awareness of potential risk factors.
- 3.7 Volunteers within the day care service, who are trained to do so, will provide relaxation and beauty treatments including gentle hand massage and painting nails. Any concerns prior to these treatments should be discussed with an appropriate medical practitioner. Any concerns raised should be discussed immediately with the Complementary Therapy Practitioner and/or Wellbeing Centre Manager.

4. Implementation

- 4.1 All patients, patients families, staff and volunteers can choose to access the beauty therapy service autonomously.
- 4.2 Patients will not be referred into beauty therapy as part of their regular intervention, however, if patients wish to access beauty therapy who are more complex, staff may offer advice/support to both patient and Beauty Therapist regarding precautions.

5. Precautions and contra-indications

- 5.1 When any individual accesses the beauty therapy service, including patients, the Beauty Therapist conducts a risk assessment prior to a treatment being completed.

- 5.2 Specifically when working with a patient known to the hospice, consideration must be given to if that individual has a skin infection, brain tumour or cerebral metastases (when completing head massage), diabetes (pedicures) or is undergoing chemotherapy (pedicures). The appropriate risk assessment will be conducted by the beauty therapist prior to commencing any treatments.
- 5.3 If the Beauty Therapist is in doubt about offering a treatment, advice and support will be sought from a medical professional, including the complementary therapy practitioner, within the Wellbeing centre team.
- 5.4 All beauty therapy treatments must terminate with a patient if the patient experiences a raised temperature, feels unwell, becomes extremely breathless and/or experiences any altered sensation e.g. pain. At this point advice must be sought from a healthcare professional within the Wellbeing centre team.
- 5.5 The Beauty Therapist has an emergency call bell to ensure safety when lone working and/or if help is needed.
- 5.6 Any information disclosed to the Beauty Therapist from a patient is kept confidential, unless the information poses risk to the patient and/or others then a healthcare professional will be notified.
- 5.7 A warm, well-ventilated room will be provided for all beauty therapy treatments with hand washing facilities in situ.

6. Safe systems of work

- 6.1 Any concerns regarding a patient should be discussed with an appropriate healthcare professional/medical practitioner.
- 6.2 The Beauty Therapist is aware of how to alert staff if a patient feels unwell, and how to summon assistance if needed in an emergency.
- 6.3 All individuals, including patients, should have a patch test carried out prior to commencement of treatment (this falls in accordance with the Beauty Therapists' own practice guidelines). Adverse reactions to products from a patient must be reported to the Wellbeing Centre Manager. An incident form should be completed and line manager informed if a staff member is affected.
- 6.4 The Beauty Therapist will adhere to the appropriate COSHH guidance on the safe use of Acetone (Appendix one) and Barbicide (Appendix two). The Wellbeing Centre Manager is to be informed of any changes in relation to this.
- 6.5 It is important to be aware of patients accessing the service who are long term oxygen therapy users as this is a contra indicator when using certain oils/emollients. An appropriate risk assessment must be carried out by the beauty therapist prior to accepting the patient for an appointment.

6.6 It is important to recognise that the Beauty Therapist has independent insurance therefore adheres to own practice regulations to ensure the safety and dignity of all individuals, including patients, who access the service.

7. Measuring Performance

7.1 Compliance with this policy will be monitored via the Lindsey Lodge Hospice and Healthcare reporting process in relation to beauty therapy incidents.

7.2 Number of attendances within the beauty therapy service will be captured within the clinical leads monthly data meeting.

7.3 The Wellbeing centre manager will actively seek feedback from those patients who access the beauty therapy service to share at the quality assurance meeting.

8. Review

8.1 The Operational Matron and Wellbeing Centre manager will review this policy every two years or sooner if required following changes to any local or national frameworks or changes required to practice following audit findings.

Lead Author: Sarah Hodge, Natalie Steede (Dragonfly Beauty)				
Ratified by QA sub-committee of the Board of Trustees 26 th August 2020				
Review Interval: 1 year				
To be reviewed	Review completed	By	Approved by	Circulation
Aug 2021	Jan 2022	Sarah Hodge Natalie Steede	QA Committee	L Drive: Policies, Procedures & Guidelines
Jan 2023				

APPENDIX ONE

Company Name	Dragonfly Beauty	Department / Process	Wellbeing Centre
Date of Assessment	27/8/2019	Assessor's Name	Natalie Steede
Date of Staff Training	N/A	Training Refresh Date	N/A
Step 1	Identify the Hazards		
Substance	Hazards		
Acetone (within Nail polish remover)	Clear, colourless volatile liquid. Sweet odour. HIGHLY FLAMMABLE LIQUID AND VAPOUR. Distant ignition and flashback are possible. May cause drowsiness and dizziness. IRRITANT. Causes moderate or severe eye irritation		
Step 2	What Harm May Occur and to Whom?		
Type of Harm	Persons at Risk		
<p>Inhalation: Can irritate the nose and throat.</p> <p>At high concentrations: can harm the nervous system. Symptoms may include headache, nausea, dizziness, drowsiness and confusion. A severe exposure can cause unconsciousness.</p> <p>Skin Contact: May cause mild irritation. Can be absorbed through the skin, but harmful effects are not expected.</p> <p>Eye Contact: EYE IRRITANT. Causes moderate to severe irritation. Symptoms include sore, red eyes, and tearing. The vapour also irritates the eyes.</p> <p>Ingestion: Not harmful. If large amounts are ingested: Can cause effects as described for inhalation.</p> <p>Effects of Long-Term (Chronic) Exposure: Can cause dry, red, cracked skin (dermatitis) following skin contact. May harm the nervous system. Conclusions cannot be drawn from the limited studies available.</p> <p>Carcinogenicity: Not known to cause Cancer.</p> <p>International Agency for Research on Cancer (IARC): Not specifically evaluated.</p> <p>American Conference for Governmental Industrial Hygienists (ACGIH): A4 - Not classifiable as a human carcinogen.</p>	<p>Beauty Therapist (Natalie Steede)</p> <p>Client</p>		

Teratogenicity/Embryotoxicity: Not known to harm the unborn child.			
Reproductive Toxicity: Not known to be a reproductive hazard.			
Mutagenicity: Not known to be a mutagen.			
Step 3	What Controls are Already in Place?		
Risk	Control		
As above	Product is stored safely and securely away from any unauthorised person other than the Beauty Therapist. Product is safely disposed of and safely administered in the correct professional manner following the correct procedure.		
Step 4	What Additional Controls are Required?		
Risk	Control		
None further at this time	None further required at this time		
Step 5	What Action is Required?		
Action	Employee Name	Completion Date	Manager
Monitor as part of wider hospice health and safety procedures	TBC	TBC	TBC
Additional Requirements			
Supervision	X		
Information and Instruction			
Training			
Emergency Response Plans	X		
Health Surveillance			
General Control Monitoring	X		
LEV Examination and Test			
Step 6	Scheduled Review		
Employee Name	Date		
Natalie Steede/Sarah Hodge	August 2020		

APPENDIX TWO

Company Name	Dragonfly beauty	Department / Process	Wellbeing centre
Date of Assessment	27/8/19	Assessor's Name	Natalie Steede
Date of Staff Training	N/A	Training Refresh Date	N/A
Step 1	Identify the Hazards		
Substance		Hazards	
Barbicide		Flammable liquid and vapor. Causes Skin irritation. Causes Serious Eye	
Step 2	What Harm May Occur and to Whom?		
Type of Harm		Persons at Risk	
Causes skin irritation Ingestion may cause gastrointestinal irritation, nausea, vomiting, diarrhoea.		Beauty therapist (Natalie Steede) Client	
Step 3	What Controls are Already in Place?		
Risk		Control	
Flammable		Keep away from heat, sparks, open flames and hot surfaces. No smoking. In case of fire: Use water fog, carbon dioxide, Dry <u>Chemical or Foam to extinguish.</u> Ground/Bond container and receiving equipment. Take precautionary measures against static discharge.	
Step 4	What Additional Controls are Required?		
Risk		Control	
None at this time		None at this time	
Step 5	What Action is Required?		

Action	Employee Name	Completion Date	Manager
Monitor as part of wider hospice health and safety procedures	TBC	TBC	TBC
Additional Requirements			
Supervision	X		
Information and Instruction			
Training			
Emergency Response Plans	X		
Health Surveillance			
General Control Monitoring	X		
LEV Examination and Test			
Step 6	Scheduled Review		
Employee Name		Date	
Sarah Hodge/Natalie Steede		August 2020	