

COSMETICA — LONDON —

November 2020 Update

Due to the second lockdown announced by the government where all non-essential businesses have to shut down, the clinic will close from 5th November to 2nd December.

We will not be taking any new bookings at this time, but we will add you to a waitlist. Priority will go to those from 5th November until re-open.

We will be working on a very reduced service, so please be patient with us in responding to your emails. Our phone line will continue to be open but on a reduced service operating from:

Monday - Friday: 9am - 6pm

Saturday & Sunday: Closed (voicemails to be responded to on the next working day)

We will keep you up-to-date as much as possible in the coming weeks.

Best wishes, The Cosmetica Team x

August 2020 Update

Clinic Re-opening Protocols And Guidelines COVID-19

To our lovely clients;

The health and safety of our patients and staff are always paramount. We have been busy preparing for the re-opening of our clinic to ensure patients and staff can return to us with confidence.

We have been preparing thorough risk assessments for every aspect of our clinic environment and the patient journey to ensure we provide the cleanest and safest environment possible. We have been in contact with industry experts to ensure that our infection prevention and control measures along with PPE (personal protective equipment) not only complies with current guidelines and protocols but also to minimise any risks of transmission of COVID-19 during treatment sessions.

We will continue to follow the guidelines set out by the government and NHS England and respond to any changes to ensure we comply with all the necessary social distancing and personal protective equipment (PPE) protocols.

For peace of mind and safety to all, staff members will be tested for COVID-19 and will complete a fully CPD Accredited Clinical Safety Course in COVID-19 before returning to work.

To ensure we can all work safely, the following protocols have been put into place until further notice;

- The clinic door will remain locked at all times. Please ring the doorbell when you arrive.
- All staff and patients will be temperature checked on entering the clinic and advised not to enter if their [temperature is greater than 37.8](#) .
- All patients and staff are advised not to attend our clinic if they are [displaying possible signs of COVID-19](#) or if they should be self-isolating under current government guidelines. Patients and staff will be screened before their appointment to ensure they do not have any COVID-19 symptoms. We reserve the right to refuse entry into the clinic or to have a treatment if you are unwell, or have symptoms in any way.
- It's compulsory to wear the following PPE (personal protective equipment) when you enter the clinic; shoe coverings and face mask, and an application of hand sanitiser liquid 80% alcohol.
- Refusal to wear any items will result in your appointment being cancelled, and you will be asked to leave and return when the restrictions have been removed.
- PPE waste disposable boxes will be placed in each room and reception and taken for incineration in line with the Offensive Waste guidelines.
- To help with the increasing costs of keeping all staff and patients safe with PPE, loss in revenue for the extra time needed for cleaning workspaces after each patient, we are incurring a £10 surcharge on top of every treatment until restrictions are eased.
- Our clinicians and support staff will wear PPE in keeping with PHE (Public Health England) guidelines and best practice local protocols.
- Social distancing floor signs will be in reception to measure 2m distance for easy reference for the avoidance of doubt.
- A safety screen will be affixed on reception.
- Appointments may feel quicker than normal. Practitioners have been advised to keep patients in a room for as little as possible. For this reason, general chatting will be kept to an absolute minimum, but we will always maintain our high level of standards of service.
- Friends or family members can not attend an appointment with you. They will be asked to stay outside.
- Children and dogs are not allowed. We kindly ask that you arrange child care before coming to an appointment.
- If you need assistance for your appointment, you must contact us 48 hours before so we can plan and make it safe for everyone.
- High-risk patients must notify us 48 hours before their appointment, so we are aware.
- We can only accept a certain number of patients in the clinic at any one time. You may be asked to stay outside until someone else leaves.
- You may be asked to make future appointments from a follow-up telephone call instead of at the end of your appointment in reception.
- You must inform us if you have been to the clinic, then fall ill with any COVID-19 symptoms.

- We will not be serving hot drinks or providing sweets or biscuits. Water will be provided with disposable cups.
- Patients should avoid coming to the clinic to buy products. A phone consultation can be arranged with Dr Mica or Nuria if needed, and all orders can be placed and paid for via phone or online. Postage & Packaging costs apply, or we can arrange a time for you to collect. Patients will be asked to stay outside, and we will hand the products to you.
- Between each patient, we will allow 15 minutes to deep clean all surfaces using virucidal disinfectant and change the necessary PPE.
- We will be operating a significantly reduced service to minimise the number of patients and staff in the clinic at one time. Please be patient, and understanding towards our staff members in this new way of living and working.
- A strict schedule and timekeeping are essential. We ask you to arrive 5 mins before your appointment.
- Cash will still be accepted, but cards payments are preferred.
- Please check these guidelines regularly for any updates prior to making and coming for appointments.

With best wishes, The Cosmetica Team x