



Standard Operating Procedure During Covid-19 Pandemic

**Adapted from the suggested guidance for
regeneration of medical aesthetic services,
by the British Association of Cosmetic Nurses.**

Jacqui Simpson | 29th June 2020



Standard Operating Procedure During Covid-19 Pandemic

Introduction

Just Enhance Ltd recognises that the risks associated with delivering medical treatments and services and face to face consultations is a concern for all practitioners during the global pandemic of Covid-19.

The pandemic will necessitate many adjustments to this medical practice in order to minimise the transmission of the disease. As a registered nurse I will continue to review and integrate current evidence and consider how we will adjust our practice to mitigate the spread of COVID-19 in the community.

Our goal is to focus on protecting our patients and ourselves and deliver appropriate and safe treatments.

A risk assessment will be carried out for each procedure and the working environment.

These Guidelines are adapted from the BACN suggested guidance for our individual practice and will be used in conjunction with relevant Government guidelines and the individual's governing professional body.

Our practice, as always will be in line with the NMC Code of Conduct;

Professional standards of practice and behaviour for nurses, midwives and nursing associates

19.4 - take all reasonable personal precautions necessary to avoid any potential health risks to colleagues, people receiving care and the public.

Social distancing is as important to the safe operation of a medical practice as to any other business, household or community. It will remain so for the foreseeable future, therefore from the moment of initial patient scheduling through to post-procedure checkout, and the workflow from staff arrival in the morning until clinic closure. Limiting the number of individuals in a particular setting and space at a given time is fundamental to minimising transmission.

The government recognises there will be circumstances in which it is not possible to take reasonable measures and the nature of measures that are reasonable will be specific to the individual workplace, will reflect the physical environment and the nature of the business being conducted.



Standard Operating Procedure During Covid-19 Pandemic

1. The Clinic Environment

- Just Enhance clinic is based within a residential property and therefore this has been considered.
- The business is completely separate from the residence with its own entrance/ exit and waiting area and clinic room.
- The seated waiting room has taped markings and chairs removed which would not adhere to the 2 meter distancing.
- Seating is arranged so that social distancing can be maintained during non-clinical encounters with patients, such as consultation or review.
- A sanitising station is in place at the entrance of the clinic and waiting area, for patients to clean their hands, access a mask and show covers.
- All reading materials have been removed from the clinic and waiting area, including reading materials and promotional/ information leaflets.
- Beverages will not be offered.
- Chairs, tables, door handles, surfaces, counters and touch points will be cleaned between patients.
- Floor markings are in place to promote social distancing.
- Patients will be taken directly into treatment room where possible.
- Circulating air fans will not be used.

2. Appointments & Consultations

- Where possible bookings will be made online and via telephone.
- Patients will receive pre- appointment wellness screening for covid-19.
- Confirmation messages will contain information on new clinic policies.
- Treatment information will be sent electronically.
- Paper notes are used and will be cleaned after use and patient contact will be minimal.
- There will be additional time between appointments to allow for sanitising of the treatment area and other areas as well as to avoid patients waiting or crossing over in the waiting areas.
- A generous amount of time will be allowed for each treatment to avoid clinic overrunning, and additional unscheduled treatments will not be performed.
- Patients will be notified to attend clinic alone, and not with friends, family or children.
- Patients will be asked to attend on time and not to arrive before appointment time.
- On arrival patients must use hand sanitiser.
- Patients will be asked to wear a mask, unless treatment dictates access to the lower face.
- Patients will be advised not to attend with excess baggage.
- We will adhere to and communicate the no handshake policy.



Standard Operating Procedure During Covid-19 Pandemic

3. Wellness check

- Temperatures will be screened using a non-touch thermometer. Patients will not be treated if their temperature is above 37.3°C.
- It is recognised that normal temperature does not preclude risk and may be masked, therefore all precautions will be taken and additional screening will take place.
- Patients will be advised not to attend if they feel unwell, have household members unwell, have a temperature or any other symptom of Covid-19.
- There will be a 15 day restriction on treating patients who have travelled overseas, across the UK or have attended an event.

4. Clinical Rooms

Clearance of infectious particles after aerosol generating procedure (AGP) is dependent on natural or mechanical ventilation and Air Change per Hour (ACH) within the room. Just Enhance is not providing any treatments which are aerosol generating.

A single air change is estimated to remove 63% of airborne contaminants and after 5 air changes less than 1% is thought to remain.

Whilst I do not have the capability of assessing the air change rate, the clinic room will remain well ventilated using windows.

The clinical area will be as empty as possible:

- Treatment couch will have disposable couch roll only.
- Pillows, blankets, towels and non-disposable items will not be used.
- Treatment couch, trolleys, counters, mirrors, handles and other necessary surface will be cleaned between patients.

- All disposable items will be disposed of using NHS England COVID-19 waste management standard operating procedures.
- A non-touch bin will be used for disposal.

5. Treatments

- Wellness check will be completed.
- Consideration will be given to the type of treatment and risk assessment will be performed.

The following factors will be considered:

- Type of procedure (aerosol generating/non aerosol generating).
- Procedure area.
- Contact with mucosa.
- Is patient able to wear mask?
- Procedure time.
- Level of invasiveness.
- The amount of treatments that can take place in one appointment will be considered in order to minimise risk.

The increased risk of airborne particles from saliva when treating lips, or around oral cavity and nostrils or treatments where patient may not be able to wear a mask, will be considered and additional PPE will be used.

Saliva plays an important role in the transmission of infection between persons, by contact with the droplets expressed.

Delayed reactions after facial hyaluronic injections are known, their cause may be infectious or immune mediated in origin, and their outbreak can be triggered, for example, by an influenza like illness.



Standard Operating Procedure During Covid-19 Pandemic

6. Consent

- Aftercare sheets can be sent electronically where possible.
- Patient will be informed of increased risk relating to individual treatments.
- Patients will sign an additional COVID-19 specific consent form.
- The implications of further lockdown on managing complications and immunological reactions will be discussed as part of the consent process.
- Face to face review may not be possible if either practitioner or patient needs to self-isolate or there is further lockdown – this will be highlighted during consent process.

7. Payment

- Patients will be advised that pre payment is preferable via bank transfer or paypal.
- BACS transfer and electronic payments will be available on the day.
- Cash payments will be taken with appropriate PPE in place.

8. Disinfection

Based on the transferrable nature of COVID-19, enhanced frequency of disinfecting surfaces throughout the day will occur. This is critical in protecting health of patients and staff.

The COVID-19 virus is contained within a lipid envelope and therefore susceptible to inactivation with detergents.

- A cleaning checklist will be displayed.
- When cleaning surfaces, disposable gloves and PPE will be used.

Public Health England has guidance re infection control, disinfections and solutions (ref 4).

- Sodium Hypochlorite 0.1 solution can be obtained by diluting household bleach. Typically household bleach is 5% there for a dilution of 1:50 will provide 0.1%.
- Alternative disinfectant can be used if it is effective against enveloped viruses, such as general purpose or 70% Isopropyl alcohol wipes.



Standard Operating Procedure During Covid-19 Pandemic

9. Personal Protection Equipment (PPE) and Hygiene

- There will be adequate PPE available for carrying out each treatment in line with government guidance.
- Donning and doffing PPE guidance will be adhered to.
- Standard infection control procedures will be used at all times.
- Eye and face protection will be used against contamination to the eyes from respiratory droplets, , blood, body fluids or excretions.
- Gloves, masks and plastic aprons involved in treatment will be single use and safely disposed of after each procedure.
- Eye protectors and visors will be sanitised after each treatment.
- Single use Fluid Resistant (Type IIR) surgical masks (FRSM) provide barrier protection against respiratory droplets reaching the mucosa of the mouth and nose and these are adequate for short appointment non-AGP procedures.
- Face protection in the form of a Visor or Goggles with the FRSM or FFP2 (N95/kN95) non-valve respirators are to be used for all AGPs. No AGPs will be offered.
- FRSM masks are single use, fitted securely over nose and mouth, and discarded after each patient.
- Consider the length of time the masks are effective and consider the length of your appointments which may need to incorporate a change of mask during the appointment.
- The FFP2 (N95/kN95) non-valve respirator mask offers a more extended period of usage time.
- Masks will be worn at all times to protect colleagues and patients.
- Clinical uniforms will be bare below elbows.
- Handwashing will be extended to include forearms.
- Hair will be tied back at all times and jewellery will be removed.
- Scrubs and uniforms will be changed daily in designated clinic room.
- Uniforms will be placed in a cotton bag and washed at 60°C.

References

1. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/893320/COVID-19_infection_prevention_and_control_guidance_complete.pdf
2. <https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/04/c0140-covid-19-waste-management-guidance-sop.pdf>
3. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7177105/>
4. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/893320/COVID-19_infection_prevention_and_control_guidance_complete.pdf
5. <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/managing-shortages-in-personal-protective-equipment-ppe>
6. https://www.youtube.com/watch?v=-GncQ_ed-9w&t=30s
7. <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/managing-shortages-in-personal-protective-equipment-ppe>