

**DR. NINA BAL**

# **FACIAL SCULPTING**

**PATIENT GUIDE 2024**

# WELCOME



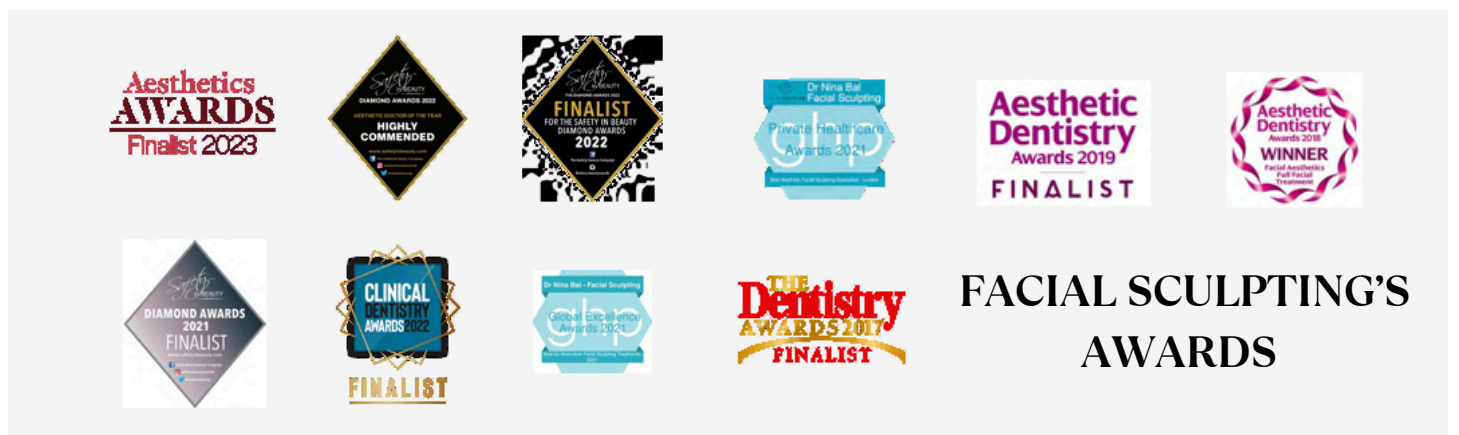
I'm Dr Nina Bal, and I want to welcome you to my Facial Sculpting Clinic.

If you're reading this guide, you've already begun your exciting journey, and I am honoured to be a part of it. Nothing is more rewarding for me than seeing my clients' joyful transformations.

This guide covers everything from general admin to detailed information on our treatments and procedures. It answers commonly asked questions raised both before and after clinic visits and is meant to be a source of comfort and knowledge for you. Everyone is different though, so if you have questions that are not answered here, just get in touch.

I look forward to seeing you very soon.

Dr. Nina Bal



# CONTENTS INDEX

---

## **Where to Find Us**

**Patient Safety:** Important Information

**Before We Start:** About Us

**What You Need to Know:** Botulinum Toxin

**What You Need to Know:** Endolift

**What You Need to Know:** HA Dermal Filler

**What You Need to Know:** Hyalase

**What You Need to Know:** Hyperhidrosis

**What You Need to Know:** Julaine

**What You Need to Know:** Micro-Needling

**What You Need to Know:** Polynucleotides

**What You Need to Know:** Skinboosters

**What You Need to Know:** Laser Treatments and HIFU

**What You Need to Know:** LED

**What You Need to Know:** Chemical Peels

**Useful information** (inc. EMERGENCY DETAILS)

# WHERE TO FIND US

---

**Facial Sculpting Clinic 313 Brompton Road, South Kensington, London, SW3 2DY**

## **CAR PARKING:**

Brompton Road on street parking, Pay by phone Westminster City Council

## **TRANSPORT LINKS:**


South Kensington tube station (Piccadilly and District and Circle line)


## **BUS ROUTES:**

360 Sloane Avenue


We are the glass door between shops Pepa children's clothing and Rene Caovilla shoe store  
Go through the glass door and press the doorbell for entry. Waiting room is on the 1st floor.  
Please arrive 15 minutes prior to your appointment time to complete necessary paperwork.



 313 Brompton Road South Kensington SW3 2DY

 <https://www.facialsculpting.co.uk>

 [Info@facialsculpting.co.uk](mailto:Info@facialsculpting.co.uk)

 +44 (0)20 3951 9886

# PATIENT SAFETY

---

## VACCINES

If you have had a COVID-19 vaccine, booster, or any form of vaccine within the past 4 weeks – or are due to have a vaccine or booster – please bring this to our urgent attention. We are unable to treat you with dermal fillers 4 weeks either side of any vaccine and 2 weeks either side with Botulinum toxin.

## CONDITIONS THAT PRECLUDE TREATMENT

Before all consultations and treatment your medical history will be reviewed extensively. Treatment is always at the discretion of the Doctor and you may be referred for a second opinion or clearance from your GP or specialist prior to treatment, for your safety and medical benefit.

### Conditions that automatically preclude you from treatment include:

Pregnancy

Breastfeeding/mixed feeding IVF treatment

Trying to conceive (no treatment within 3 months) Autoimmune disorders

Current cancer treatment or recent chemotherapy/radiotherapy Facial surgery within 6 months minimum

Non-surgical treatment to the face within 12 weeks minimum

### **ANY ILLNESS, INCLUDING COVID-19**

Should you be experiencing any viral, bacterial and general illness around the time of your appointment we ask you to please reschedule as there is an increased risk of negative side effects of treatment.

### **COVID-19**

If you have tested positive for COVID-19, you will need to reschedule your appointment for four weeks following this date.

We undergo a review and risk assessment of each patient prior to appointments to ensure the safety of our staff and patients. If you answer yes to any of the following questions, we will unfortunately not be able to treat you and ask that you contact the clinic immediately to reschedule your appointment.

### **PRE-APPOINTMENT PATIENT WELLNESS SCREENING [PLEASE REPLY YES OR NO]**

Have you received a vaccine or booster within the last 4 weeks?

Have you tested positive for COVID19 via LFT or PCR within the last 4 weeks?

Have you experienced any of the following symptoms within the last 14 days: fever, cough, flu-like symptoms (including fatigue, nausea, diarrhoea, chills, muscle pain, headache, sore throat, loss of taste and smell, skin rash)?

Are you currently waiting for test results for Covid-19?

Have any of your family members or house sharers been diagnosed with COVID-19 in the last two weeks or are currently experiencing any of the symptoms listed above?

As part of our enhanced Patient Wellness measures, we ask that you to answer the above questions honestly prior to your appointment. Please arrive 15 minutes prior to your appointment and sanitise your hands upon arrival.

**Please ensure you have something to eat and drink prior to all treatment appointments.**

# BEFORE WE START

---

## **WHY CONSULTATIONS ARE NECESSARY**

Cosmetic treatments are elective and the decision to have any procedure is up to you. Before you decide whether to proceed with a treatment, we will have an honest and open consultation that will include a discussion on whether your expectations of the outcome are realistic. You will be informed of the potential risks, including not achieving your desired results.

In this consultation, we will discuss the best treatments that will most likely address your aesthetic concerns and boost your confidence, as well as establish whether your goals are achievable. Because you will be well-informed from the consult, you're more likely to be happy with the results.

## **OUR PROMISE**

We will provide an integrated, private, non-surgical, facial aesthetics service from highly skilled private practitioners, in a clean and safe clinic environment. You can expect a high-quality service, presented in a patient-friendly environment, as evidenced from our professional reputation. We provide high-quality treatment and care to all patients, regardless of age, race, culture, or religion.

Patient care and satisfaction are the core of everything we do. Our clinic ambiance and client service is 5-star. We support and consider every patient's needs, considering both their physical and emotional wellbeing throughout their entire patient journey.

We use state-of-the-art technology. We are always transparent with our patients, especially regarding treatments and fees, and we make sure patients can easily access information about any treatment they receive.

The Medical Director Dr Nina Bal (Germana Bal - GDC 208766) oversees all aesthetic activities and is supported by the clinic's highly trained administrative staff and medical professionals.

## **OUR PROFESSIONALS**

Facial Sculpting Limited prides itself on the quality of care offered through our medical professionals. Facial Sculpting Ltd ensures all medical professionals have the appropriate insurance, and that your practitioner is solely responsible for deciding whether you are suitable for the relevant treatment.

To check a doctor's registration, please contact: General Dental Council – The GDC – 0207 167 6000 or visit [www.gdc-uk.org](http://www.gdc-uk.org) Dr Nina Bal: GDC 208766, registered as Germana Bal, known as "Nina".

## **BOOKING AND SECURING APPOINTMENTS**

All first-time patients are required to have a consultation prior to treatment, for the reasons explained above. Many treatments can be completed on the day if suitable, but others require separate appointments or appointments staged on particular dates, at particular times. It is sometimes important to stage treatments for more natural- looking results.

All appointments require a consultation/holding fee, which is redeemable towards treatment, if suitable. This fee is strictly non-refundable and is held on your account for 4 months. Should you need to reschedule or cancel a minimum of 48 hours' notice is required or this fee is forfeited.

Every effort is made to see you on time but, due to the nature of health and safety for patients, you will be seen when it is appropriate.

## **MEETING DR NINA – WHAT TO EXPECT**

Before Dr Nina can meet with you for a complete and honest consultation and assess your suitability of treatment, you must provide a full medical history, including photo consent.

In your consultation with Dr Nina, you will discuss your goals, appropriate treatments, benefits, risks, complications, and realistic expectations. We encourage you to talk freely and ask any questions you might have.

Due to CQC registration, children are not allowed in the clinic. Patients must attend the appointments alone. Approved medical chaperones can attend the clinic but cannot be in the treatment room. A chaperone is available on request should this make you feel more comfortable.

Please be aware you may require more than one consultation. If you wish to initiate further consultations, please contact our administrative staff and one will be arranged.

**The minimum age for any consultation and treatment at Facial Sculpting clinic is 21.**

**Should you not be suitable for treatment your consultation fee is non-refundable.**

## **INFORMED PATIENT CONSENT**

You will be asked to sign a consent form, after consultation and before treatment. A consent form is needed for each treatment you decide to have and each time you return for further or other treatments.

The consent form confirms you agree to having treatment with your doctor and that you understand the associated risks and complications which have been explained to you.

## WHAT YOU NEED TO KNOW

# BOTULINUM TOXIN

---

### **BEFORE YOUR TREATMENT:**

It is important you tell your doctor about any medicines or dietary supplements you are taking; some medicines can adversely affect the way the toxin works or increase your risk of bruising. All make up will need to be removed prior to treatment, so please come 'fresh faced' if possible. Alcohol, aspirin, Ibuprofen, and a range of dietary supplements including St. John's Wort, fish oils, Ginkgo Biloba, Vitamins C and E- may all contribute to bruising and are best avoided 48 hours before treatment.

Please avoid chemical peels, micro needling, facials, microblading and topical use of retinol and steroids for one week prior to the appointment.

Treatment cannot be administered if there is an active skin infection, including acne or cold sores or if you are unwell- including colds, coughs, sore throats etc. Do contact the clinic to discuss any illness or new medicines prior to attending, such as antibiotics as they could reduce the effectiveness of the treatment.

### **WHAT IS BOTULINUM TOXIN?**

Botulinum toxin is a naturally occurring protein produced by the bacterium Clostridium Botulinum. In a purified form, as is the case with many drugs/medications such as Penicillin, Botulinum toxin is a very safe, effective treatment not only used in cosmetic clinics, but also for several medical conditions, including migraine and excessive sweating.

All Botulinum toxins are prescription only medicines (POM) and can only be prescribed by doctors, dentists, and nurses with the prescribing qualification, following a consultation with the qualified prescriber.

Botox is a licensed brand of Botulinum toxin A.

### **HOW DOES IT WORK?**

The toxin blocks the transition of chemical messages from the nerve to the muscle so that the muscle stays in a resting state for a period of 8 to 12 weeks on average. This may be only a partial reduction in movement allowing some remaining movement or a full block in which case there is very little remaining muscular movement in the area – this very much depends on the amount administered and location of product placement –treatment may be tailored to suit your individual requirements. Your expected treatment outcomes and whether they can be achieved will be discussed at the time of consultation.

## **USED TO TREAT**

The aim of the licensed treatment is to significantly reduce the movement of the muscles causing expression lines (dynamic lines) specifically the frown and crow's feet and worry lines on the brow may also be treated as an 'off label indication. Successful treatment may not cause the expression lines themselves to disappear completely. It may not 'completely freeze' the expression, particularly if extreme effort is exerted to make an expression.

Botulinum toxin is not suitable for lines present without expression (static lines); your doctor will advise you.

Advanced and off-label indications include horizontal brow lines, lip lines, chin 'poppling', muscles on the lower face and neck, to lift the mouth corners, improve the jaw line and the appearance of the neck. The 'chewing muscle' may also be treated to soften a square jaw or to prevent teeth grinding or jaw clenching at night.

## **HOW LONG WILL IT LAST?**

Results last up to 3 months. Movement will begin recovering from 6 weeks. Frequent treatment at intervals of less than 3 months is not recommended. Repeating treatment when movement recovers will deliver optimum results over time. Frequency of treatments may be reduced according to the quality of your skin and your response to treatment. Should you choose not to maintain the results and not have further treatment, your muscles and skin will return to their pre-treatment state.

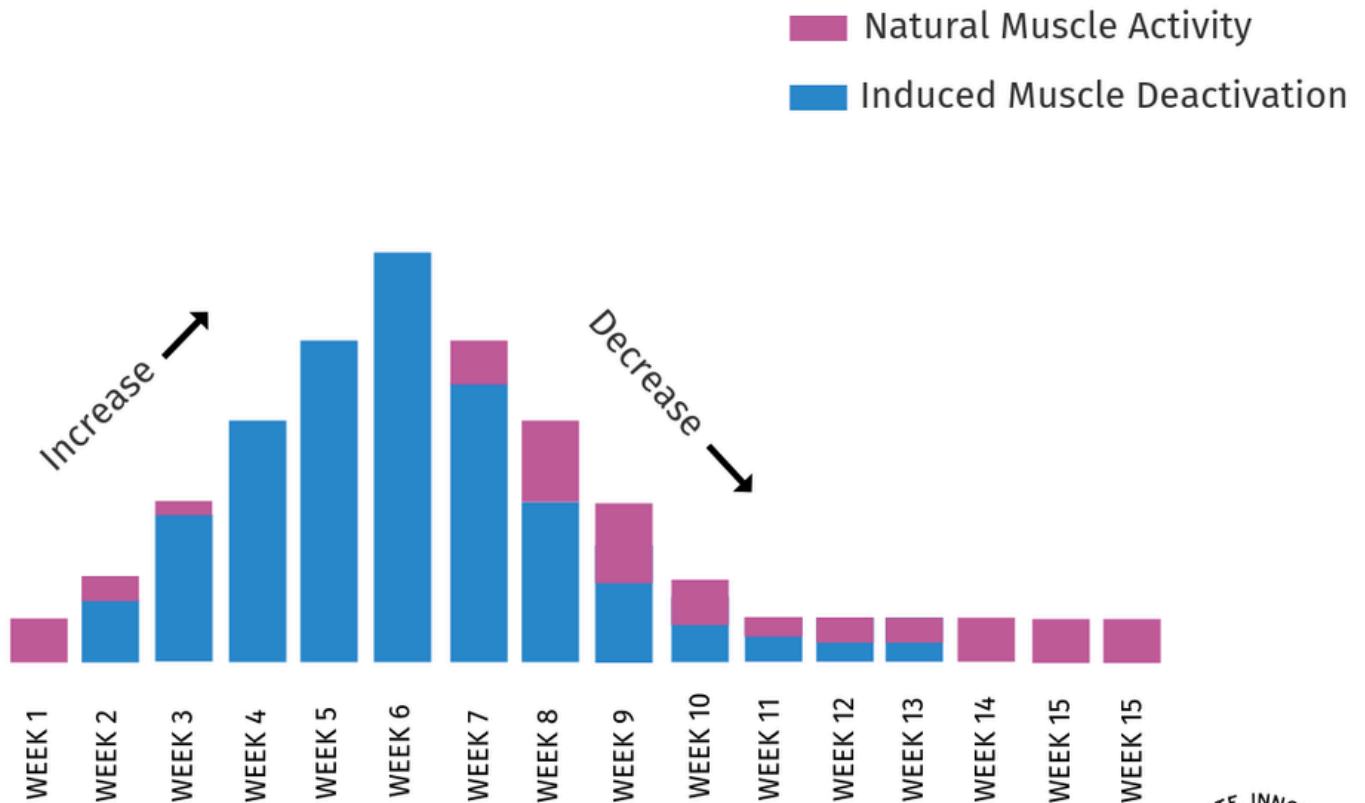
## **DOES IT HURT?**

A very fine needle is used and generally this treatment is not described by most as painful and can be well tolerated with no anaesthetic. Please request an anaesthetic cream or ice if you are nervous about needles.

## **TO REMEMBER:**

After treatment it is expected that you will start to see an improvement within 5 days. For some people this takes longer. The full result may be judged at 2-3 weeks. You will be invited to attend a review appointment at 2-3 weeks where the success of the treatment may be assessed and adjustments to your personal treatment plan made, if necessary. After 3 weeks has passed, no further top up appointments will be available to you. Any further injections between the 3- and 12-week period can leave the patient at risk of developing long term antibodies and resistance to the toxin, it also could lead to the toxin wearing off at different times and not maintaining its full effect over the 3-month period.

# BOTULINUM TOXIN ACTIVITY



## Before Botulinum Toxin Treatment:

1. **Consultation:** Schedule a thorough consultation with your practitioner to discuss your goals, medical history, and any concerns.
2. **Avoid Blood Thinners:** Discontinue blood thinners (like aspirin, ibuprofen, or fish oil) a few days before treatment to minimize bruising.
3. **Avoid Alcohol:** Refrain from consuming alcohol for at least 24 hours prior to the procedure.
4. **Stop Certain Skincare Products:** Avoid retinoids and exfoliating products about a week before treatment to reduce skin sensitivity.
5. **Stay Hydrated:** Drink plenty of water leading up to your appointment to help maintain skin hydration.

6. **Inform Your Practitioner:** Disclose any medications, allergies, or previous cosmetic treatments, particularly with fillers.

#### **After Botulinum Toxin Treatment:**

1. **Avoid Rubbing the Area:** Do not massage or rub the treated area for at least 24 hours to prevent migration of the filler.
2. **Limit Sun Exposure:** Protect the treated area from excessive sun exposure and apply sunscreen to avoid irritation.
3. **Avoid Makeup in the Area:** Make-up should not be worn for 48 hours,
4. **Avoid Intense Exercise:** Refrain from exercise, saunas, or hot baths for at least 72 hours post-treatment.
5. **Avoid Rubbing the Area:** Do not apply creams or rub to dry or cleanse the area for 48 hours post treatment.
6. **Avoid Alcohol:** Alcohol should be avoided for 48 hours.
7. **Monitor Bruising:** Bruising can occur, even if you have had previous treatments and not had any at all. Please contact us if bruising is accompanied by excessive swelling.
8. **Follow-Up Care:** Attend any recommended follow-up appointments to assess results and discuss any issues.

#### **Contraindications:**

1. **Pregnancy and Breastfeeding:** Dermal fillers are generally not recommended during pregnancy or breastfeeding.
2. **Active Infections:** Avoid treatment if there are any infections or skin conditions in the injection area.
3. **Severe Allergies:** Individuals with a history of severe allergies or reactions to filler ingredients should inform their practitioner.
4. **Neuromuscular Disorders:** Certain conditions affecting the muscles or nerves may contraindicate the use of fillers.
5. **Certain Medical Conditions:** Conditions that affect blood clotting or skin healing may make fillers unsuitable.
6. **Recent Cosmetic Procedures:** Consult your practitioner about timing if you've had other cosmetic treatments recently.

**Always consult with a qualified practitioner to ensure that Botulinum toxin treatment is appropriate for your specific medical history and skin condition.**

WHAT YOU NEED TO KNOW

# ENDOLIFT

---

## **BEFORE YOUR TREATMENT:**

Do not consume alcohol for 48 hours prior to the treatment.

Do not consume aspirin or ibuprofen for 7 days prior to the treatment

Attend your appointment with a 'bare' face- ie. no makeup or skincare. Your skin will be thoroughly cleansed prior. Remove all large earrings and necklaces prior and secure your hair back in a comfortable position.

Ensure you have had a good amount of hydration prior to treatment.

## **WHAT IS ENDOLIFT®**

Endolift® is a minimally invasive laser-based liposuction treatment that uses Eufoton®, an innovative laser LASEmaR® 1500 certified and approved by the US FDA, to stimulate both deep and superficial layers of the skin. The wavelength of LASEmaR® 1500 is specifically designed to selectively hit two of the main targets of the human body: water and fat.

This process tightens and retracts the connective septum, activating the skin's production of new collagen and the metabolic functions in the skin cells. Endolift® can also be utilised to reduce excessive fat when necessary.

## **HOW DOES IT WORK**

The laser-induced selective heat has the power to melt stubborn fat in the selected treatment area, and simultaneously causes immediate skin retraction. As a result, skin laxity is reduced, and skin will look tighten and immediately lifted. The settings are customised for each patient to address their specific concerns.

## **USED TO TREAT**

Those with facial skin laxity, early jowls, lack of jawline definition and those who want to pre-emptively skin tighten. Furthermore, it is suitable for those who want to treat adiposity under the chin.

## **DOES IT HURT**

A combination of topical and local anaesthetic (LA) is used to complete the treatment. Many patients report the 'sting' from the LA as the most uncomfortable part of the procedure.

## **HOW LONG WILL IT LAST**

The treatment itself takes around 1 hour and the results last up to 2 years. After 12 months the treatment can be repeated again, safely. The best results are seen 6-9 months after treatment.

## **AFTER YOUR TREATMENT**

Do not touch the incision points for 48 hours following treatment, this includes washing the face, using makeup and skincare. This is to reduce the risk of infection.

No facials, massages or any form of treatment of the face for 2 weeks Do not consume alcohol for 48 hours following the procedure.

Expect some swelling for the first two weeks.

Best results are seen 6-9 months post treatment, but you will see some initial skin tightening/fat reduction on the day of treatment.

We advise no intense exercise for 7 days following treatment, light walks are acceptable. This is to reduce the swelling time.

You may have some temporary change in sensation in the areas treated- this is related to the local anaesthesia used. Do not open mouth too wide for 3-4 weeks (avoid dental treatment for 2 weeks)

Apply sun protection SPF50+ and avoid direct sunlight & tanning machines in order to prevent Post Inflammatory Hyperpigmentation (PIH).

Take paracetamol 500 mg 1-2 tablets 6-hourly if you feel any discomfort, any discomfort following treatment should only last around 48 hours, palpating pain is normal following this type of invasive procedure. Such sensation will subside over a 2-week period, but it may persist very mildly for up to 6 weeks. A feeling of numbness can be normal for 6 weeks after the procedure.

Avoid anti-inflammatory medication (Ibuprofen, Neurofen, aspirin, etc. – unless prescribed for medical indications) as well as blood 'thinning' vitamins C & E, for 7 days.

Avoid extreme temperatures, such as sauna or a very cold climate for 2 weeks.

Avoid having Radio Frequency (RF) or any heat producing device (laser, IPL, etc.) treatments for 3 months post procedure.

Possible complications may include infection. A very rare complication is a temporary or permanent nerve injury or nerve compression. If any of above occur, then your doctor must be informed immediately and if your doctor cannot be reached then go immediately to A&E.

Follow up examination and assessment: 6-8 weeks follow up.

### **Before Endolift Treatment:**

1. **Consultation:** Schedule a thorough consultation with your practitioner to discuss your goals, medical history, and any concerns regarding the procedure.
2. **Avoid Blood Thinners:** Discontinue blood thinners (such as aspirin, ibuprofen, or fish oil) a few days prior to the treatment to minimize the risk of bruising.
3. **Avoid Alcohol:** Refrain from consuming alcohol for at least 24 hours before the procedure.
4. **Stop Certain Medications:** Inform your practitioner about any medications or supplements you are taking, as some may need to be paused before treatment.

5. **Stay Hydrated:** Drink plenty of water in the days leading up to your appointment to maintain skin hydration.

#### **After Endolift Treatment:**

1. **Avoid Touching the Area:** Do not touch or rub the treated area for at least a few days to prevent irritation or infection.
2. **Limit Sun Exposure:** Protect the treated area from excessive sun exposure and apply a broad-spectrum sunscreen to avoid pigmentation changes.
3. **Avoid Intense Exercise:** Refrain from strenuous activities, saunas, and hot baths for at least 48 hours post-treatment to minimize swelling.
4. **Follow-Up Care:** Attend any recommended follow-up appointments to monitor your progress and results.
5. **Monitor for Reactions:** Be aware of any unusual swelling, redness, or discomfort, and contact your practitioner if you have concerns.

#### **Contraindications:**

1. **Pregnancy and Breastfeeding:** Endolift is generally not recommended during pregnancy or breastfeeding.
2. **Active Infections:** Avoid treatment if there are any infections or skin conditions in the treatment area.
3. **Severe Allergies:** Individuals with a history of severe allergies or reactions to anesthetics should inform their practitioner.
4. **Neurological Disorders:** Certain neurological or neuromuscular disorders may contraindicate the procedure.
5. **Blood Disorders:** Conditions affecting blood clotting or skin healing may make Endolift unsuitable.
6. **Certain Medical Conditions:** Discuss any underlying medical conditions with your practitioner to ensure safety.

**Always consult with a qualified practitioner to determine your suitability for Endolift based on your specific medical history and skin condition.**

## WHAT YOU NEED TO KNOW

# HA DERMAL FILLER

---

#### **BEFORE YOUR TREATMENT:**

It is important you tell your doctor about any medicines or dietary supplements you are taking; some medicines can adversely affect the way the products work or increase your risk of bruising.

All make up will need to be removed prior to treatment, so please come 'fresh faced' if possible. Alcohol, aspirin, Ibuprofen, and a range of dietary supplements including St. John's Wort, fish oils, Gingko Biloba, Vitamins C and E- may all contribute to bruising and are best avoided 48 hours before treatment.

Please avoid chemical peels, micro needling, facials, microblading and topical use of retinol and steroids for one week prior to the appointment.

Treatment cannot be administered if there is an active skin infection, including acne or cold sores or if you are unwell- including colds, coughs, sore throats etc. Do contact the clinic to discuss any illness or new medicines prior to attending, such as antibiotics as if there is an active infection you will not be able to have the treatment.

### **COVID 19 ADVICE:**

Dermal fillers cannot be completed within 4 weeks of a vaccine as it causes many described outcomes and risks patient safety.

### **WHAT IS HYALURONIC ACID (HA)?**

Hyaluronic acid is a naturally occurring sugar chain molecule found in all skin and soft tissues throughout the body, identical across species.

Dermal fillers are manufactured, usually through fermentation and cross linking with proteins to produce a clear, sterile gel for injection into the skin.

In the UK, there are over 160 brands on the market due in some part to weak regulation. Not all hyaluronic acids are the same, each brand has a range of 'tissue tailored' products designed for specific results. One size does not fit all. At this clinic we use only tried and tested brands. If you have a particular brand you prefer, please discuss with us.

### **HOW DOES IT WORK?**

Hyaluronic acid dermal fillers are a clear sterile gel in a syringe for injection into the skin providing instant correction. Hyaluronic acid attracts and binds water in the skin, providing volume and hydration, but also 'cushioning' and supporting collagen and elastin fibres and providing a medium, or carrier, for chemical messages between the cells.

### **USED TO TREAT**

To correct or enhance facial contours, cheeks, temples, jawline, nose, chin, temples.

To define, correct or enhance lips, to soften and correct facial wrinkles or folds and to restore lost volume in hands to reduce the appearance of veins and tendons to improve the tone, texture, and hydration of the skin.

### **IS IT SAFE?**

Dermal fillers are safe, but not risk free, the doctor will discuss all the risks and benefits with you at consultation and again prior to treatment.

### **DOES IT HURT?**

All dermal filler used at Facial Sculpting Clinic contain a local anaesthetic, and should you need it the clinic will apply topical anaesthetic cream, or ice, prior to treatment to numb the skin. The treatment is not painful but some patients describe discomfort.

### **HOW LONG WILL IT LAST?**

Longevity does vary between products, and between individuals, but most will last between 4 months and 12 months, this all depends on the patient and the area treated. If you choose not to maintain the results with further treatment, your skin will return to its pre-treatment state over time.

### **TO REMEMBER:**

*Athletes should be aware some ingredients in the product may show a positive in 'anti-dope tests'.*

Please contact your doctor if redness, tenderness, itching or swelling worsens after 3 days, rather than settling. Do not hesitate to contact us if you have any concerns.

### **Before Dermal Filler Treatment:**

1. **Consultation:** Schedule a thorough consultation with your practitioner to discuss your goals, medical history, and any concerns.
2. **Avoid Blood Thinners:** Discontinue blood thinners (like aspirin, ibuprofen, or fish oil) a few days before treatment to minimize bruising.
3. **Avoid Alcohol:** Refrain from consuming alcohol for at least 24 hours prior to the procedure.
4. **Stop Certain Skincare Products:** Avoid retinoids and exfoliating products about a week before treatment to reduce skin sensitivity.
5. **Stay Hydrated:** Drink plenty of water leading up to your appointment to help maintain skin hydration.
6. **Inform Your Practitioner:** Disclose any medications, allergies, or previous cosmetic treatments, particularly with fillers.

### **After Dermal Filler Treatment:**

1. **Avoid Rubbing the Area:** Do not massage or rub the treated area for at least 24 hours to prevent migration of the filler.
2. **Limit Sun Exposure:** Protect the treated area from excessive sun exposure and apply sunscreen to avoid irritation.
3. **Avoid Makeup in the Area:** Make-up should not be worn for 48 hours,
4. **Avoid Intense Exercise:** Refrain from strenuous activities, saunas, or hot baths for at least 72 hours post-treatment.
5. **Avoid Alcohol:** Alcohol should be avoided for 48 hours.

6. **Monitor Swelling:** Some will have bruising, redness, pin prick marks and swelling-particularly in the lips. Any swelling and bruising may be more apparent the next day. Swelling may worsen in the first 24 hours, and then should begin to settle after four or five days. Bruising may take a few days to appear, arnica can be helpful in clearing bruising. Tenderness should settle as swelling goes down.
7. **Follow-Up Care:** Attend any recommended follow-up appointments to assess results and discuss any issues.

### **Contraindications:**

1. **Pregnancy and Breastfeeding:** Dermal fillers are generally not recommended during pregnancy or breastfeeding.
2. **Active Infections:** Avoid treatment if there are any infections or skin conditions in the injection area.
3. **Severe Allergies:** Individuals with a history of severe allergies or reactions to filler ingredients should inform their practitioner.
4. **Neuromuscular Disorders:** Certain conditions affecting the muscles or nerves may contraindicate the use of fillers.
5. **Certain Medical Conditions:** Conditions that affect blood clotting or skin healing may make fillers unsuitable.
6. **Recent Cosmetic Procedures:** Consult your practitioner about timing if you've had other cosmetic treatments recently.

**Always consult with a qualified practitioner to ensure that dermal filler treatment is appropriate for your specific medical history and skin condition.**

## WHAT YOU NEED TO KNOW

# HYALURONIDASE (DERMAL FILLER DISSOLVANT)

---

### **WHAT IS HYALURONIDASE?**

Hyalase (hyaluronidase 1500 units) is a prescription only formulation, licensed and commonly used to boost absorption or dispersal of drugs injected into the skin and has an off license use in aesthetic medicine.

### **HOW DOES IT WORK?**

Hyaluronidase is an enzyme (compounded by special pharmacies) that causes hydrolysis (breakdown) of hyaluronic acid. It is often referred to as a reversal agent for hyaluronic acid-based fillers. When the enzyme is injected, it dissolves the synthetic hyaluronic acid filler, but can also dissolve natural collagen if not used correctly.

## **USED TO TREAT**

Occasionally dermal fillers need to be dissolved when the treatment outcome is unacceptable, when an adverse reaction to the filler has occurred, or there is a possibility of vascular occlusion and/or impending necrosis (tissue death) which could lead to the compromise of healthy tissue.

## **AM I SUITABLE FOR TREATMENT?**

Not everyone is suitable for this treatment. Your doctor will take a detailed medical history to ensure you have no conditions that might increase risk of unwanted side effects, consultation is also important to discuss your expectations and whether this treatment is able to meet them. A history of certain allergies may present an unacceptably high risk of serious allergic reaction to Hyalase.

A patch test is performed before the treatment to confirm if you are suitable for the treatment.

If you are unhappy with dermal filler treatment you have received elsewhere, it may not be appropriate for another doctor to use Hyalase. It is important the risks do not outweigh the benefits and a good outcome is achievable.

## **DOES IT HURT?**

The treatment is administered by injection, but topical anaesthetic can be used to numb the skin. Your doctor will discuss options for your comfort at consultation.

If you are receiving Hyalase treatment to correct unsatisfactory results, you will be given a test dose (a small injection on your forearm) and observed for a minimum of 30 minutes, to identify any sensitivity which may indicate allergy to Hyalase. If symptoms of sensitivity are observed, then treatment cannot proceed.

## **HOW LONG WILL IT LAST?**

Any over correction resulting from the loss of your own hyaluronic acid will usually be temporary and is expected to recover within a few days. The breakdown of the dermal filler will be permanent.

## **TO REMEMBER:**

Swelling may worsen in the first 24 hours, and then should settle within the first few days. Cold packs can be helpful in reducing swelling but for a maximum of 10 minutes every hour. Because of swelling, and the action of the Hyalase you may notice some asymmetry. The result may be judged at 2 weeks. Bruising may take a few days to appear, arnica can be helpful in clearing bruising. It is advisable to avoid aspirin and alcohol for 48 hours after treatment. Tenderness should settle as swelling goes down. Please contact your doctor if redness, tenderness, itching or swelling worsens after 3 days, rather than settling.

The risks include allergic reaction and life-threatening anaphylactic shock: a patch test is always required prior to the injection, and it will be discussed thoroughly during the consultation.

Hyalase is an enzyme which breaks down hyaluronic acid fillers, but it can also break down naturally occurring hyaluronic acid present in the body. The results can be unpredictable and the effect dramatic with possible loss of volume and some skin laxity. Although some of the effects can be immediate, it can take up to 2 weeks for the final results to be seen and the procedure may need to be repeated. One should not have treatment on the expectation they can use hyalase should they not like the results – as above this treatment carries many risks and suitability.

### **Before Hyalase (Hyaluronidase) Treatment:**

1. **Consultation:** Schedule a thorough consultation with your practitioner to discuss your goals and medical history.
2. **Avoid Blood Thinners:** Discontinue blood thinners (like aspirin, ibuprofen, or fish oil) a few days before treatment to minimize bruising.
3. **Inform Your Practitioner:** Disclose any medications, allergies, or previous filler treatments, especially with hyaluronic acid.
4. **Avoid Alcohol:** Refrain from alcohol for at least 24 hours prior to the procedure.
5. **Stay Hydrated:** Drink plenty of water leading up to your appointment to maintain skin hydration.

### **After Hyalase Treatment:**

1. **Avoid Rubbing the Area:** Do not massage or rub the treated area for at least 24 hours to prevent unwanted migration.
2. **Limit Sun Exposure:** Protect the treated area from excessive sun exposure and use sunscreen to avoid irritation.
3. **Avoid Intense Exercise:** Refrain from strenuous activities and saunas for 72 hours post-treatment.
4. **Avoid Alcohol for 48 hours:** Alcohol can increase the risk of bruising.
5. **Follow-Up Care:** Attend any recommended follow-up appointments to assess the results and discuss any concerns.
6. **Monitor for Reactions:** Be aware of any unusual reactions or side effects, and contact your practitioner if needed.

### **Contraindications:**

1. **Pregnancy and Breastfeeding:** Hyalase is generally not recommended during pregnancy or breastfeeding.
2. **Active Infections:** Avoid treatment if there are any infections or skin conditions in the area being treated.
3. **Allergies:** Individuals with a history of severe allergies or reactions to hyaluronidase should inform their practitioner.
4. **Certain Medical Conditions:** Conditions affecting blood clotting or skin healing may contraindicate treatment.

5. **Recent Fillers:** Consult your practitioner about timing if you've recently had hyaluronic acid fillers.

**Always consult with a qualified practitioner to ensure that Hyalase treatment is appropriate for your specific medical history and skin condition.**

## WHAT YOU NEED TO KNOW

# HYPERHIDROSIS

---

### WHAT IS HYPERHIDROSIS?

In some people, the body's mechanism for cooling itself down is so overactive that they may sweat four or five times more than is necessary, or normal. When sweating is this extreme it can be embarrassing, uncomfortable, anxiety inducing and life inhibiting. It can disrupt all aspects of a person's life, from career choices and recreational activities to relationships, emotional wellbeing, and self-image. This kind of excessive sweating is a medical condition called hyperhidrosis. 'Hyperhidrosis affects approximately 3% of the population, but due to lack of awareness, more than half of sufferers are never diagnosed or treated for their symptoms.'

### WHAT CAUSES HYPERHIDROSIS?

Excessive sweating can be a symptom of certain medical conditions or a side effect of some medications. The cause of primary hyperhidrosis is not known.

Botulinum toxin has been licensed to treat underarm sweating since 2004. Research has shown that treating excessive sweating of the armpits, hands, feet, and face with Botox (Botulinum Toxin A) is safe and effective. In one clinical study involving 322 patients with severe underarm sweating, 81% of the patients receiving Botulinum toxin injections achieved a greater than 50% reduction in sweating. And 50% of the patients had their excessive sweating relieved for at least 201 days (nearly 7 months).

### HOW DOES BOTULINUM TOXIN WORK?

Botulinum toxin is a natural, purified protein with the ability to temporarily block the secretion of the chemical that is responsible for "turning on" the body's sweat glands. By blocking, or interrupting, this chemical messenger, Botulinum toxin "turns off" sweating at the area where it has been injected. While sweating is an essential body function for temperature-control, the underarms house less than 2% of the body's sweat glands. The treatment of these sweat glands has no effect on body temperature regulation and compensatory sweating (sweating on other body parts), has not shown itself to be a concern.

Botox is injected into the skin to treat the symptoms of severe underarm sweating (severe primary axillary hyperhidrosis) when medicines used on the skin (topical) do not work well enough.

### **WHAT DOES THE TREATMENT INVOLVE?**

The area is marked with a surgical pen, then cleaned prior to injection. Injections are spaced appropriately apart for your treatment area.

The needles are tiny, the injections are not deep, and most patients report tolerable discomfort rather than pain.

### **BEFORE YOUR TREATMENT:**

Please shave underarms and avoid using over the counter antiperspirants or deodorants 24 hours before.

It is advisable to avoid aspirin and non-steroidal medication, vitamin E, ginkgo biloba and St. John's Wort for at least 48 hours prior to treatment as these may increase the risk of bleeding and bruising.

If you have been prescribed aspirin for a medical reason, it is best to continue this. If you have a bleeding disorder, or are taking Warfarin, discuss this with the nurse prior to receiving Botulinum treatment.

Wear a dark, loose top, preferably an old one to the appointment. You may bleed a little and iodine may stain clothing.

### **AFTER YOUR TREATMENT:**

The treatment area may feel sore and or tender for the first 24 hours. Some patients describe an achiness, tiredness or heaviness of the arms which usually resolves within a few days from occurring. Results are gradual and may be judged at 2-3 weeks. During these 2-3 weeks there may be asymmetry as the body responds to the toxin. You are invited for a review appointment to record the effectiveness of treatment and modify your treatment plan if necessary. Sometimes an additional treatment is required to achieve optimal results. Keep the area clean. You may apply antiperspirants as soon as the skin has recovered from the injections- usually within 4-12 hours. Avoid vigorous exercise, extreme heat, and alcohol for 48 hours after treatment.

Should you experience any unpleasant side effects that you are not expecting, or suffer symptoms that concern you, please do not hesitate to contact the clinic and an appointment will be made for you to be seen.

The treatment may not completely stop any sweating, but we expect the sweating to be significantly reduced. Treatment results are expected to last approximately 3 months. For some individuals this may be shorter, or even longer.

Once the Botox wears off, your condition will return to its previous state, there is no permanent effect on your condition, either for the better, or for the worse.

### **Before Botulinum Toxin for Hyperhidrosis:**

1. **Consultation:** Schedule a thorough consultation with your practitioner to discuss your symptoms, medical history, and treatment goals.
2. **Avoid Blood Thinners:** Discontinue blood thinners (like aspirin, ibuprofen, or fish oil) a few days before the treatment to minimise bruising.
3. **Avoid Alcohol:** Refrain from consuming alcohol for at least 24 hours prior to the procedure.
4. **Stay Hydrated:** Drink plenty of water leading up to your appointment to help with overall skin health.
5. **Inform Your Practitioner:** Disclose any medications, supplements, or health conditions that may affect the treatment.

### **After Botulinum Toxin for Hyperhidrosis:**

1. **Avoid Rubbing the Area:** Refrain from massaging or rubbing the treated area for at least 24 hours to prevent migration of the toxin.
2. **Stay Upright:** Remain upright for several hours after the treatment to avoid potential movement of the Botox.
3. **Avoid Intense Exercise:** Steer clear of strenuous activities, saunas, or hot baths for 24 hours post-treatment.
4. **Limit Sun Exposure:** Protect the treated area from excessive sun exposure and use sunscreen to avoid irritation.
5. **Follow-Up Care:** Attend any recommended follow-up appointments to assess the effectiveness of the treatment and make adjustments if necessary.

### **Contraindications:**

1. **Pregnancy and Breastfeeding:** Botox is generally not recommended during pregnancy or breastfeeding.
2. **Active Infections:** Avoid treatment if there are any infections or skin conditions in the injection area.
3. **Neuromuscular Disorders:** Conditions like myasthenia gravis or Lambert-Eaton syndrome may contraindicate the use of Botulinum Toxin.
4. **Severe Allergies:** Individuals with a history of severe allergies or reactions to botulinum toxin should inform their practitioner.
5. **Certain Medications:** Some medications, especially those affecting muscle function, may interact with Botox; consult your doctor.

**Always consult with a qualified practitioner to determine your suitability for Botulinum Toxin for hyperhidrosis based on your medical history and individual circumstances.**

WHAT YOU NEED TO KNOW

# JULAINE

---

## WHAT IS JULAINE?

Juliéne is a next-generation injectable skin booster from Sweden, designed to deeply hydrate, smooth, and revitalise the skin from within. It contains highly concentrated, stabilised hyaluronic acid and powerful amino acids and antioxidants that work together to restore skin elasticity, luminosity, and firmness.

Once injected into the skin, Juliéne attracts and retains moisture while stimulating collagen and elastin synthesis, improving texture and radiance with a natural, refreshed finish.

## CONCERNS TO TREAT

Dull or dehydrated skin, fine lines, crepiness, loss of elasticity, uneven tone or texture, tired-looking skin, early signs of ageing, and maintenance after filler or energy-based treatments.

## DOES IT HURT?

Discomfort is minimal. Juliéne is injected using a fine needle or cannula, and topical numbing cream is applied beforehand to ensure comfort. You may feel light pressure or a stinging sensation during injection, which quickly subsides.

## IS IT SAFE?

Yes. Juliéne is CE-marked and developed in Sweden with a focus on purity and biocompatibility. It uses stabilised, non-crosslinked hyaluronic acid, meaning it integrates seamlessly into the skin and is broken down naturally by the body.

## AM I SUITABLE FOR TREATMENT?

Most patients are suitable for Juliéne. It's ideal for anyone seeking overall skin quality improvement without altering facial shape. Your practitioner will take a detailed medical history and discuss your goals to ensure the treatment meets your expectations.

## HOW LONG WILL RESULTS LAST?

You'll notice an immediate glow and hydration boost, with optimal results developing over the following weeks as collagen renewal takes place.

A course of 2–3 sessions spaced 3–4 weeks apart is typically recommended, with maintenance every 6–9 months. Results can last up to 12 months, depending on skin type and lifestyle.

## AFTER YOUR TREATMENT

Swelling, small bumps or redness at injection sites are normal and usually resolve within three to seven

days. You can return to normal activities the next day, although may feel quite swollen along the jawline and cheeks.

**DO:**

- Keep skin clean and hydrated
- Use gentle skincare and SPF daily
- Follow all aftercare guidance from your practitioner

**AVOID:**

- Makeup and active skincare for 48 hours
- Exercise, saunas, or steam for 72 hours
- Alcohol and anti-inflammatory medication for 24 hours

**CONTRAINDICATIONS**

- Pregnancy or breastfeeding
- Active skin infection, inflammation, or cold sores
- Allergy or sensitivity to hyaluronic acid
- Recent filler, laser, or energy-based treatments (consult your practitioner for timing)
- Autoimmune conditions or blood disorders (medical clearance may be required)

WHAT YOU NEED TO KNOW

# MICRONEEDLING (MESOTHERAPY, RF NEEDLING, SKINPEN)

---

**HOW DOES IT WORK?**

When the skin is injured, the injury or wound triggers a natural healing response, cells are stimulated to create new, stronger collagen, elastin, and hyaluronic acid to repair the injury. Because this technique retains a healthy epidermis (the surface layer of the skin) the resulting repair leads to a healthier skin, both in appearance and function.

**CONCERNS TO TREAT**

Open pores, fine lines and wrinkles, skin laxity, superficial pigmentation, scarring, stretch marks, dull, tired skin.

**DOES IT HURT?**

Pain with these treatments can range from a mild discomfort, to a hot pinching feeling. To ensure your comfort, we do apply a topical anaesthetic cream to numb the skin prior to treatment.

## **IS IT SAFE?**

Since this treatment relies upon natural processes and causes only micro fine, controlled injury to the skin, it is considered very safe, when the appropriate devices are used in trained hands.

## **AM I SUITABLE FOR TREATMENT?**

Our trained professional at Facial Sculpting will take a detailed medical history to ensure you have no conditions that might increase risk of unwanted side effects, consultation is also important to discuss your expectations and whether this treatment is able to meet them.

## **HOW LONG WILL RESULTS LAST?**

The optimum result is achieved over a course of treatments and over a period of months. Depending on the treatment indications a course of between 3 and 5 treatments 4-6 weeks apart will be recommended. Most patients report a noticeable improvement after the first two weeks and report skin feels smoother, softer and looks fresher, but the real changes occur from about 12 weeks. Skin quality continues to improve for up to nine months.

## **AFTER YOUR TREATMENT:**

Immediately after treatment your skin will be pink. Degrees vary from one individual to another, from pale pink blush to beetroot red. Any redness is expected to resolve steadily over hours, sometimes it may take 3 or 4 days to return to normal colour. Make-up, can be worn the next day. If redness worsens, or itching occurs in the first few hours after treatment, cold compresses, or an antihistamine tablet will help to resolve any discomfort.

## **Before Microneedling:**

1. **Consultation:** Have a thorough consultation with your practitioner to discuss your goals and medical history.
2. **Avoid Certain Medications:** Discontinue blood thinners (like aspirin or fish oil) for a few days before the treatment to minimise bruising.
3. **Stop Using Retinoids:** Cease retinoids and exfoliating products about a week prior to treatment to reduce skin sensitivity.
4. **Limit Sun Exposure:** Avoid excessive sun exposure and tanning for at least a week before the procedure.
5. **Hydrate Your Skin:** Drink plenty of water and keep your skin well-moisturized leading up to the treatment.
6. **Avoid Alcohol:** Refrain from consuming alcohol 24 hours before the procedure to reduce the risk of bruising.

## **After Microneedling:**

1. **Sun Protection:** Apply a high-SPF sunscreen to protect the treated area from sun exposure.

2. **Gentle Cleansing:** Use a mild cleanser and avoid scrubs, exfoliants, or harsh products for several days.
3. **Hydrate:** Keep the skin well-hydrated with a gentle moisturiser and recommended post-care products.
4. **Avoid Makeup:** Refrain from applying makeup for at least 24-48 hours after treatment to allow the skin to heal.
5. **No Intense Exercise:** Avoid strenuous activities, saunas, and hot showers for 24-48 hours post-treatment.
6. **Follow-Up Care:** Adhere to any specific aftercare instructions provided by your practitioner and attend follow-up appointments as necessary.

## Contraindications

1. **Pregnancy and Breastfeeding:** Microneedling is generally not recommended during pregnancy or breastfeeding.
2. **Active Infections:** Skin infections, open wounds, or active acne in the treatment area should be avoided.
3. **Severe Allergies:** A history of severe allergies or reactions to topical anaesthetics should be disclosed.
4. **Autoimmune Disorders:** Certain autoimmune conditions may contraindicate microneedling procedures.
5. **Blood Disorders:** Individuals with clotting disorders or those on anticoagulant therapy should consult their doctor.
6. **Recent Cosmetic Procedures:** If you've had other cosmetic treatments or procedures recently, consult your practitioner about timing.

**Always consult with a qualified practitioner to determine your suitability for microneedling based on your medical history and skin type.**

## WHAT YOU NEED TO KNOW

# POLYNUCLEOTIDES

---

### WHAT IS POLYNUCLEOTIDES?

Polynucleotides are an innovative gel-based injectable treatment, made from a very powerful organic molecule that combats ageing signs, uneven skin tone and dehydration.

Polynucleotides are a highly effective bio-stimulating gel targeted at rejuvenating and renewing skin cells and tissues. It deeply penetrates the skin to combat oxidative stress and free radicals responsible for premature ageing. It reduces the appearance of pigmentation, and scars and deeply moisturises dehydrated skin. Lastly, it boosts, collagen production to improve skin firmness and elasticity.

## **HOW DO POLYNUCLEOTIDES WORK?**

Polynucleotides are an anti ageing injectable made derived from the sperm cells of salmon (Polynucleotides are widely considered vegan as they are a fragment of DNA from salmon or trout, which cause no harm to the fish- Plinest is a brand of polynucleotide-based skincare products, and their ingredients typically originate from natural sources). Polynucleotides are one of the most effective treatments used in regenerative medicine. It contains substances that trigger the body to repair itself rather than being the treatment.

When injected into the skin, polynucleotides deeply penetrate the skin and trigger fibroblast cell metabolic activities. Since fibroblast cells are responsible for collagen production, Polynucleotides stimulate the release of healthy collagen that increases skin firmness and brightens skin tone.

Polynucleotides have wound-healing effects as it triggers the skin to repair any scar tissue and patches. Organic molecules in the polynucleotide will also bind together several water molecules in order to hydrate and moisturise the skin.

Unlike filler-based injections, polynucleotides do not stay in the body until it is gradually dissolved or removed, it leaves the skin once it triggers necessary skin responses.

## **WHO IS THE RIGHT CANDIDATE FOR POLYNUCLEOTIDES?**

Polynucleotides are suitable for all genders. Specifically for the following set of people;  
People who are advanced in age with the appearance of wrinkles and fine lines.

Young people who are experiencing signs of premature ageing. People with highly dehydrated skin.

People with hyperpigmentation.

## **BENEFITS OF POLYNUCLEOTIDES**

Tightens skin sagging.

Improves the appearance of wrinkles and fine lines. Reduces the appearance of scars and hyperpigmentation.

Reduces the appearance of dark circles and under-eye puffiness. Enhances oxygen and improves blood supply to the skin.

Deeply hydrates and moisturises the skin. Generally renews skin cells and tissues.

## **WHAT TO EXPECT**

The first step is to schedule a consultation where your skin and medical history will be assessed and possible side effects and expected results will be discussed. On the scheduled date of your treatment, the treatment area will be cleansed and an anaesthetic will be applied to prevent pain. This will be followed by marking the entry points of the needle. The injection will be administered with a syringe in the most comforting way to prevent any form of pain and discomfort. The injected area will also be gently massaged after the treatment. Polynucleotides are an outpatient treatment, you will be done within a few minutes and it has no downtime.

### **IS IT SAFE?**

Experts considered the treatment one of the safest skin regeneration treatments.

Polynucleotides are safe for humans because it is made from salmon DNA which is found to be compatible with human DNA, without triggering an immune response. The salmon DNA used to produce Polynucleotides are highly purified to rid of any components that may have adverse effects.

### **HOW MANY SESSIONS WILL I NEED?**

The treatment requires 3 sessions which are 2 to 3 weeks apart. Polynucleotides are reputable for their fast visible results. After the 3 sessions, you will begin to notice more apparent results such as a 21% improvement in your skin texture and clearer skin tone. Your wrinkles will begin to fade and you will notice a highly improved complexion.

### **HOW LONG WILL THE RESULTS LAST?**

The effect of Polynucleotides can last for 6- 9 months before you need a top-up. However, the result can ultimately last for about 1 year.

### **Before Polynucleotides:**

1. **Consultation:** Have a thorough consultation with your practitioner to discuss your goals and medical history.
2. **Avoid Certain Medications:** Refrain from blood thinners (like aspirin or fish oil) for a few days before the treatment to minimise bruising.
3. **Stop Using Retinoids:** Discontinue retinoids and exfoliating products about a week prior to the treatment.
4. **Stay Hydrated:** Drink plenty of water in the days leading up to the appointment to help with skin hydration.
5. **Avoid Sun Exposure:** Limit sun exposure and avoid tanning for at least a week prior to treatment.

### **After Polynucleotides:**

1. **Sun Protection:** Use a high-SPF sunscreen to protect the treated area from sun exposure.
2. **Gentle Cleansing:** Use a mild cleanser and avoid scrubs or exfoliants for several days.
3. **Avoid Makeup:** Refrain from applying makeup for at least 24 hours post-treatment to allow the skin to heal.

4. **Hydrate:** Keep your skin well-hydrated with a gentle moisturiser.
5. **Avoid Intense Exercise:** Refrain from strenuous activities and excessive heat (like saunas) for 24-48 hours.
6. **Follow Up:** Adhere to any specific aftercare instructions provided by your practitioner and attend follow-up appointments as needed.

#### **Contraindications:**

1. **Pregnancy and Breastfeeding:** These treatments are not recommended during pregnancy or breastfeeding.
2. **Active Infections:** Skin infections or open wounds in the treatment area should be avoided.
3. **Severe Allergies:** A history of severe allergies or reactions to any of the ingredients should be disclosed.
4. **Autoimmune Diseases:** Certain autoimmune conditions may contraindicate the use of skin boosters.
5. **Blood Disorders:** Individuals with clotting disorders or those on anticoagulant therapy should consult their doctor.
6. **Recent Cosmetic Procedures:** If you've had other cosmetic procedures recently, consult your practitioner about timing.

**Always consult with a qualified practitioner to ensure you're an appropriate candidate for skin booster treatments based on your medical history and skin type.**

## WHAT YOU NEED TO KNOW

# SKIN BOOSTERS (PROFHILO, JALUPRO)

---

### **WHAT ARE SKIN BOOSTERS?**

Profilo is an injectable treatment containing one of the highest concentrations of stabilised hyaluronic acid available on the cosmetic surgery market. It is known as a skin remodelling treatment and is specially formulated to target skin laxity and fight the crepe-like texture of aging skin.

Essentially, Profilo is a skin-renewing injectable moisturiser that uses the power of hyaluronic acid to stimulate the production of collagen and elastin and boost hydration in the three main layers of skin. This, in turn, reduces dullness, dehydration and promotes firmer and overall fresher-looking skin from the inside out.

Jalupro is an injectable treatment designed to enhance skin rejuvenation and improve overall skin quality. It contains a combination of polynucleotides and amino acids, which work synergistically to promote hydration, elasticity, and collagen production. The polynucleotides help stimulate cellular regeneration and repair, making it effective for reducing signs of aging, fine lines, and skin laxity.

Typically administered via a series of micro-injections into the dermis, Jalupro can be used on various areas of the face, neck, and hands. The treatment not only enhances skin texture but also supports healing and revitalisation, resulting in a more youthful and radiant appearance. It is popular among individuals seeking non-surgical solutions for skin rejuvenation and is often well-tolerated with minimal downtime.

## **HOW DOES IT WORK?**

Profilo uses a pure form of synthetic hyaluronic acid which gets injected strategically into the upper layers of the skin using a very small needle.

Profilo can be administered in a number of different ways, although the most common and effective method is to use the BAP (bio aesthetic points) technique. This technique works by injecting five key areas on each side of the face, starting with each side just next to the ears, then on to the nasolabial fold, chin, under the eyes, and on the tops of cheeks.

Once injected into the skin, the hyaluronic acid disperses quickly beneath the skin. Rather than plumping and filling wrinkles like dermal fillers, the slow release of hyaluronic acid stimulates the production of collagen and elastin which results in improved skin tone, texture, hydration, and appearance of fine lines.

Jalupro is an injectable treatment that combines polynucleotides and amino acids to rejuvenate the skin. When injected into the dermis, the polynucleotides stimulate collagen and elastin production, promoting skin regeneration and repair. The amino acids enhance hydration and support the skin's natural barrier. This treatment involves micro-injections that evenly distribute the product, leading to improved texture, elasticity, and tone over time. As the skin heals and regenerates, users often experience a more youthful and vibrant appearance, with results lasting for several months.

## **USED TO TREAT?**

Rather than plumping and filling wrinkles like dermal fillers, the slow release of hyaluronic acid stimulates the production of collagen and elastin which results in improved skin tone, texture, hydration, and appearance of fine lines.

In the physiological process of aging tissue, in presence of alterations in elastic fibers and collagen. In the dermal tissue repair process, in cases of acne or scars.

In case of loss or compromised adipose tissue.

## **PROCESS:**

The treatment is administered over the course of two sessions, four-six weeks apart. Following this the protocol is to move to maintenance treatments every 4-6 months.

## **AM I SUITABLE:**

Most patients are suitable for this treatment as it is a “skin health” treatment. It is especially good for anyone over the age of 27 who is looking to tackle the early signs of collagen depletion. Because this is a treatment for the topical layer of the skin, it is often used in combination with deeper skin tightening treatments such as the Endolift, for enhanced results.

## **DOES IT HURT?**

Topical anesthetic is used to complete the treatment. Many patients report the ‘sting’ from the treatment upon injection with is short lasting. The product does not contain any local anesthetic which is different to HA dermal fillers which contain Lidocaine.

## **HOW LONG WILL IT LAST?**

Skin boosters are a “maintenance” treatment - thus you will not notice a reduction in volume like HA dermal fillers but if not repeated you may notice skin returns to pre-treatment status.

The effects of skin boosters tend to naturally wear off. To maintain results it is recommended to repeat every 4-6 months minimum.

Please arrive 15 minutes prior to appointment.

## **Before Skin Boosters:**

1. **Consultation:** Have a thorough consultation with your practitioner to discuss your goals and medical history.
2. **Avoid Certain Medications:** Refrain from blood thinners (like aspirin or fish oil) for a few days before the treatment to minimise bruising.
3. **Stop Using Retinoids:** Discontinue retinoids and exfoliating products about a week prior to the treatment.
4. **Stay Hydrated:** Drink plenty of water in the days leading up to the appointment to help with skin hydration.
5. **Avoid Sun Exposure:** Limit sun exposure and avoid tanning for at least a week prior to treatment.

## **After Skin Boosters:**

1. **Sun Protection:** Use a high-SPF sunscreen to protect the treated area from sun exposure.
2. **Gentle Cleansing:** Use a mild cleanser and avoid scrubs or exfoliants for several days.
3. **Avoid Makeup:** Refrain from applying makeup for at least 24 hours post-treatment to allow the skin to heal.
4. **Hydrate:** Keep your skin well-hydrated with a gentle moisturiser.
5. **Avoid Intense Exercise:** Refrain from strenuous activities and excessive heat (like saunas) for 24-48 hours.
6. **Follow Up:** Adhere to any specific aftercare instructions provided by your practitioner and attend follow-up appointments as needed.

## **Contraindications:**

1. **Pregnancy and Breastfeeding:** These treatments are not recommended during pregnancy or breastfeeding.
2. **Active Infections:** Skin infections or open wounds in the treatment area should be avoided.
3. **Severe Allergies:** A history of severe allergies or reactions to any of the ingredients should be disclosed.
4. **Autoimmune Diseases:** Certain autoimmune conditions may contraindicate the use of skin boosters.
5. **Blood Disorders:** Individuals with clotting disorders or those on anticoagulant therapy should consult their doctor.
6. **Recent Cosmetic Procedures:** If you've had other cosmetic procedures recently, consult your practitioner about timing.

**Always consult with a qualified practitioner to ensure you're an appropriate candidate for skin booster treatments based on your medical history and skin type.**

## WHAT YOU NEED TO KNOW

# LASER TREATMENTS AND HIFU (LUTRONIC, LASE MD ULTRA, SCITON BBL, SCITON BBL WITH HEROic, HIFU)

---

### WHAT IS LUTRONIC

The optimized combination of fractional laser and the application of patented ampoules concentrated in active ingredients is specially designed to improve skin texture and treat signs of skin aging, pigment disorders and active acne. Suitable for anyone over the age of 21 it is effective against active acne, tightens enlarged pores and improves skin texture. Whether you want to reduce wrinkles, regain a glow, or simply display blemish-free skin.

### HOW DOES IT WORK?

The LaseMD Ultra uses Thulium fractional laser energy. Its objective is to cause the formation of reservoirs and microchannels by a gentle vaporisation technique, going into the epidermis. These microchannels and reservoirs will ensure a much higher penetration rate of the active ingredient than any traditional cosmetics.

### HOW DOES A SESSION WORK?

First, depending on your indication, a personalised treatment protocol is established with the choice of the cosmeceutical ampoule and its active ingredient. The laser treatment is then performed. After the ampoule, a cream or mask is applied to soothe and moisturise your skin. A session lasts on average 20 minutes depending on the indication and the area to be treated. Dr Nina will make a diagnosis to

determine your treatment protocol, its duration and the number of sessions recommended. Typically 3-5 sessions are required at set intervals.

### **DOES IT HURT?**

A tingling sensation and intense heat may be experienced during the treatment. For the treatment of more severe indications, an anaesthetic cream can be applied 30 minutes before the session. At the end of the treatment, the cream or mask will give you an intense cooling sensation to soothe you.

### **WHAT IS LYNTON LUMINA?**

Lynton Lumina is a versatile aesthetic device that utilizes both Intense Pulsed Light (IPL) and Nd YAG laser technologies for various skin treatments. The IPL wavelengths of 585 nm and 650 nm are effective for treating conditions like pigmentation, vascular lesions, and skin rejuvenation. The Nd YAG laser, typically at 1064 nm, is used for deeper skin penetration, addressing issues such as hair removal and vascular lesions.

### **WHAT IS AN ILLUMI FACIAL?**

The Illumi Facial is a combination treatment designed to enhance skin radiance and overall complexion. It includes a tri fruit enzyme peel and Lynton Lumina IPL facial treatment.

### **HOW DOES IT WORK?**

IPL uses broad-spectrum light to target various skin concerns. It emits multiple wavelengths that penetrate the skin to treat issues like pigmentation, redness, and hair removal. The light is absorbed by specific chromophores (pigments) in the skin, causing thermal damage that prompts the body to heal and stimulate collagen production. This leads to improved skin tone and texture over time.

### **DOES IT HURT?**

A tingling sensation and intense heat may be experienced during the treatment. The treatment of specific skin concerns can be quite painful. No anaesthetic cream is recommended for IPL or Laser treatments.

### **WHAT IS HIFU?**

HIFU is a non-invasive cosmetic treatment that uses ultrasound energy to lift and tighten the skin. It delivers focused ultrasound waves to specific depths within the skin, stimulating collagen production and promoting skin tightening.

### **HOW DOES IT WORK?**

During a HIFU session, ultrasound energy is precisely targeted at the dermis and superficial musculoaponeurotic system (SMAS) layer, encouraging collagen remodeling without damaging the surrounding tissue. This process leads to firmer, tighter skin over time.

### **HOW DOES A SESSION WORK?**

A typical HIFU session involves a consultation followed by the application of a gel to the treatment area. A handheld device is then used to deliver ultrasound energy. The duration of the session varies depending on the

area being treated, usually lasting between 40 to 120 minutes.

## **DOES IT HURT?**

Most patients experience discomfort during HIFU sessions, often described as a hot or tingling sensation.

### **Before a Laser or HIFU Appointment:**

1. **Consultation:** Have a thorough consultation with your practitioner to discuss your skin type, concerns, and treatment goals.
2. **Avoid Sun Exposure:** Minimise sun exposure and avoid tanning beds for at least two weeks prior to the treatment. Use a broad-spectrum sunscreen daily.
3. **Stop Certain Products:** Discontinue using retinoids, exfoliating products, and acids (like glycolic or salicylic acid) about a week before the appointment.
4. **Stay Hydrated:** Drink plenty of water in the days leading up to your treatment to keep your skin hydrated.
5. **Avoid Blood Thinners:** Refrain from taking blood-thinning medications or supplements (like aspirin or fish oil) a few days before the treatment.

### **After a Laser or HIFU Appointment:**

1. **Sun Protection:** Continue to avoid sun exposure and apply sunscreen to protect the treated area.
2. **Gentle Cleansing:** Use a mild cleanser and avoid harsh scrubs or exfoliants for several days.
3. **Moisturise:** Keep the skin hydrated with a gentle moisturiser, avoiding products that contain strong active ingredients.
4. **Avoid Picking or Scratching:** Do not pick at any redness or flaking to prevent scarring or infection.
5. **Avoid Intense Exercise:** Refrain from strenuous activities, hot showers, and saunas for at least 24-48 hours post-treatment.
6. **Follow-Up Care:** Adhere to any specific aftercare instructions provided by your practitioner and attend any recommended follow-up appointments.

Following these guidelines can help optimise your results and support your skin's healing process.

### **Contraindications of Laser or HIFU Treatments:**

1. **Pregnancy:** Pregnant individuals should avoid these treatments due to potential risks and hormonal changes.
2. **Active Infections:** Skin infections or active acne can increase the risk of complications.
3. **Open Wounds or Lesions:** Treating areas with open wounds or lesions can lead to further irritation or infection.
4. **Certain Medical Conditions:** Conditions such as autoimmune diseases, uncontrolled diabetes, or clotting disorders may increase risks.
5. **Recent Sun Exposure or Tanning:** Recent tanning or sunburn can lead to adverse reactions and increased sensitivity.
6. **Use of Photosensitizing Medications:** Some medications, like certain antibiotics or acne treatments, can increase sensitivity to light.
7. **History of Keloid Scarring:** Individuals prone to keloids may be at higher risk for abnormal scarring.

8. **Active Skin Conditions:** Conditions like eczema, psoriasis, or rosacea can worsen with laser or HIFU treatments.

**Always consult with a qualified practitioner to assess your individual suitability for laser or HIFU treatments based on your medical history and skin condition.**

## WHAT YOU NEED TO KNOW

# LED (DERMALUX)

---

### WHAT IS THE DERMALUX?

Dermalux is a non-invasive light therapy treatment that uses specific wavelengths of LED light to improve skin health. It typically employs blue, red, and near-infrared light to target various skin concerns, including acne, inflammation, and signs of aging. The treatment promotes healing, reduces redness, and enhances collagen production without downtime.

### DOES IT HURT?

Both Dermalux and the Emerald Laser treatments are painless. Dermalux may produce a mild warmth or tingling sensation and is a bright light, while the Emerald Laser feels like a gentle warmth without any discomfort.

### Before Dermalux:

1. Please consult your surgeon or injector if you have recently had surgery or injectable treatment before your Emerald laser or Dermalux appointment.

### After Dermalux:

1. After a Dermalux treatment, please avoid excessive sun exposure for 24 hours.
2. It IS advisable to go for a walk or exercise as soon as possible after your Emerald laser treatment.

### Contraindications of Dermalux:

1. **Pregnancy:** Pregnant individuals should avoid treatment as there have been no clinical studies to determine the safety of Dermalux during pregnancy.
2. **Active Skin Conditions:** Open wounds, infections may be contraindicated.
3. **Light Sensitivity:** Individuals with certain medical conditions that cause light sensitivity should consult their practitioner.
4. **Recent Laser Treatments:** Having undergone other laser treatments recently may require a waiting period.

5. **Severe Photosensitivity:** Those on medications that increase sensitivity to light should avoid the treatment.
6. **Cancer:** Active cancer or certain skin cancers may preclude treatment.

**Always consult with a qualified practitioner to evaluate your specific health conditions and ensure safety before proceeding with either treatment.**

## WHAT YOU NEED TO KNOW

# CHEMICAL PEELS (PRX T33, FIRE AND ICE FACIAL, ALUMIER<sub>MD</sub> PEELS)

---

### WHAT IS PRX T33 AND HOW DOES IT WORK?

PRX T33 is a non-invasive skin treatment that combines trichloroacetic acid (TCA) with hydrogen peroxide to promote skin rejuvenation without causing significant peeling. It is designed to improve skin texture, reduce pigmentation, and enhance overall radiance. The treatment stimulates collagen production and can be used on various skin types, offering results with minimal downtime.

PRX T33 works by combining trichloroacetic acid (TCA) with hydrogen peroxide to promote skin rejuvenation in a non-invasive manner. The TCA penetrates the skin to stimulate exfoliation and increase cell turnover, while hydrogen peroxide acts as an antioxidant, enhancing the skin's overall health. This treatment stimulates collagen production in the deeper layers of the skin without causing significant peeling on the surface, leading to firmer, more youthful skin over time.

Unlike traditional peels that result in visible peeling, PRX T33 allows for a gradual improvement in skin texture and tone with minimal downtime. It is versatile and suitable for various skin types and conditions, addressing issues such as pigmentation and fine lines. The procedure is typically quick, often taking around 30 minutes, and results can be seen immediately after treatment, with continued improvement in the following weeks. Overall, PRX T33 offers an effective way to enhance skin appearance without the extensive recovery time associated with more aggressive peels.

### WHAT ARE THE ALUMIER PEELS?

Alumier peels are a range of professional-grade chemical peels formulated with active ingredients tailored to address specific skin concerns such as acne, hyperpigmentation, fine lines, and dullness. These peels vary in strength and formulation, allowing for customization based on individual skin types and conditions. They help exfoliate the skin, promote cell turnover, and improve overall skin health.

### WHAT IS THE FIRE AND ICE FACIAL?

The Fire and Ice Facial is a popular treatment that combines two distinct masks to achieve dramatic results. The "Fire" portion typically uses a warming mask containing glycolic acid to exfoliate and stimulate circulation, while the "Ice" portion involves a cooling mask with soothing ingredients to hydrate and calm the skin. This treatment aims to improve texture, reduce fine lines, and promote a radiant complexion, making it suitable for all skin types. The facial can be performed in a relatively short time and is often well-tolerated, providing immediate results with no downtime.

## **DO CHEMICAL PEELS HURT?**

Chemical peels can cause varying levels of discomfort, depending on the type and strength of the peel. Generally, patients may experience a tingling or burning sensation during the application, which typically subsides shortly after the procedure. Mild redness and sensitivity are common afterward, similar to a sunburn. Deeper peels may cause more significant discomfort, but numbing agents are often used to minimize pain. Overall, while some discomfort is expected, many find the results worth the brief sensations experienced during the treatment.

### **Before a Chemical Peel:**

1. **Consultation:** Have a thorough consultation with your practitioner to discuss your skin type and concerns.
2. **Avoid Certain Products:** Stop using retinoids, exfoliating scrubs, and acids (like glycolic or salicylic acid) about a week prior to the peel.
3. **Sun Protection:** Avoid sun exposure and tanning beds for at least two weeks before the treatment. Use a broad-spectrum sunscreen daily.
4. **Hydrate Your Skin:** Keep your skin well-moisturised leading up to the peel.
5. **Avoid Blood Thinners:** Refrain from taking blood-thinning medications or supplements (like aspirin or fish oil) a few days before the treatment.

### **After a Chemical Peel:**

1. **Sun Protection:** Continue to avoid sun exposure and use sunscreen to protect your healing skin.
2. **Gentle Cleansing:** Use a gentle cleanser and avoid scrubs or exfoliants for at least a week.
3. **Moisturize:** Keep the skin hydrated with a gentle moisturiser. Avoid harsh products that may irritate.
4. **Avoid Picking:** Do not pick or peel any flaking skin to prevent scarring or infection.
5. **Follow-Up Care:** Follow any specific aftercare instructions provided by your practitioner, and attend any recommended follow-up appointments.

By adhering to these guidelines, you can enhance the benefits of your chemical peel and support your skin's healing process.

### **Contraindications of Chemical Peels:**

1. **Pregnancy:** Pregnant individuals should generally avoid chemical peels due to potential risks (with the exception of the Fire and Ice facial treatment- which is pregnancy safe).
2. **Active Skin Infections:** Conditions like herpes simplex or other skin infections can increase the risk of complications.

3. **Open Wounds or Lesions:** Chemical peels should not be performed on broken or irritated skin.
4. **Recent Sun Exposure:** Sunburned skin or recent tanning can lead to increased sensitivity and adverse reactions.
5. **Certain Medical Conditions:** Conditions such as uncontrolled diabetes, autoimmune diseases, or eczema may be contraindications.
6. **History of Keloid Scarring:** Individuals prone to keloids may have a higher risk of abnormal scarring from peels.
7. **Use of Photosensitising Medications:** Certain medications can increase sensitivity to the chemicals used in peels.
8. **Previous Chemical Peel Reactions:** A history of adverse reactions to chemical peels may warrant caution or avoidance.
9. **Certain Skin Types:** Individuals with darker skin tones may need to be cautious due to the risk of hyperpigmentation.

**Consulting with a qualified practitioner is essential to determine your suitability for a chemical peel based on your medical history and skin condition.**

WHAT YOU NEED TO KNOW

# RADIO FREQUENCY AND SKIN TIGHTENING (INMODE CONTOURA AND EMFACE)

---

## WHAT IS EMFACE AND HOW DOES IT WORK?

EMFACE is a revolutionary non-invasive facial treatment that simultaneously targets skin and muscle. Using a combination of Synchronised Radiofrequency (RF) and High-Intensity Facial Electrical Stimulation (HIFES), EMFACE tones facial muscles and improves skin laxity offering a lifted, rejuvenated appearance with no downtime. The RF component heats the dermis to stimulate collagen and elastin production, while HIFES contracts the underlying muscles to restore facial contour and firmness.

The treatment is entirely needle free, making it ideal for those seeking natural looking results without injections or surgery. It is most commonly used on the full face, or split into zones: the upper face (forehead and brows) or lower face (cheeks and submentum). Optimal results are achieved through a course of four sessions every one to two weeks, with improvements continuing in the months that follow.

## WHAT IS INMODE CONTOURA AND HOW DOES IT WORK?

InMode Contoura is an advanced radiofrequency treatment platform that offers non invasive body and facial contouring through clinically proven technology known as FORMA. FORMA delivers controlled RF energy to gently heat the skin, stimulating collagen remodelling and skin tightening without any discomfort or downtime. These treatments are often referred to as "radiofrequency facelifts" and are safe for all skin types.

The heating process improves circulation, promotes lymphatic drainage, and firms the skin while providing an immediate glow and long term rejuvenation. FORMA is commonly used on the face and neck. A course of 4-6 sessions is typically recommended.

## **DO EMFACE OR CONTOURA TREATMENTS HURT?**

Both EMFACE and Contoura are designed to be completely non invasive and virtually pain free. Most patients describe the sensation as warm and quite tingly for EMFACE, and a pleasant heating massage for Contoura. There is no downtime, and you can return to your daily activities immediately after treatment.

## **BEFORE TREATMENT:**

- **Consultation:** A personalised consultation ensures the right treatment plan based on your facial anatomy and concerns.
- **Avoid Active Skincare:** Discontinue acids, retinoids, and exfoliants for 2-3 days pre treatment.
- **Hydration:** Stay hydrated and maintain a good skincare routine.
- **No Metal Accessories:** Remove metal hairpins or jewellery during the treatment.

## **AFTER TREATMENT:**

- **No Downtime:** Resume normal activities immediately.
- **Sun Protection:** Wear SPF daily to protect your results.
- **Hydration & Maintenance:** Keep skin well moisturised and follow your practitioner's home care recommendations.
- **Top Up Treatments:** For both EMFACE and Contoura, maintenance sessions every 3-6 months help prolong results.

## **CONTRAINDICATIONS:**

- **Pregnancy & Breastfeeding**
- **Active Skin Infections or Inflammation**
- **Pacemakers or Electronic Implants**
- **Severe or Uncontrolled Medical Conditions**
- **Recent Injectable or Laser Treatments** (must wait at least 2-4 weeks)

## **IS IT SAFE FOR ALL SKIN TYPES?**

Yes. EMFACE and Contoura are both safe for all Fitzpatrick skin types. However, suitability is always determined during a thorough consultation with a qualified practitioner.

# USEFUL INFORMATION

---

## **REFUND POLICY**

Facial Sculpting Clinic only employs GDC/GMC registered practitioners to administer treatments and therefore does not issue refunds for any treatment previously provided. If you are unhappy with the result of your treatments. Facial Sculpting Clinic will, in certain circumstances offer an alternative treatment should your practitioner agree, that further treatment may be required to achieve results, this will be discussed with your practitioner at your review appointment. Patients who do not attend review appointment will not be eligible for any form of reparation.

Treatments/services are not transferable to other individuals All items & purchases are non-refundable. This does not affect your statutory rights.

## **CHILDREN, FAMILY, FRIENDS, AND CHAPERONES**

Due to CQC registration, no children are allowed in the clinic. Patients must attend the appointments alone. Approved medical chaperones can attend the clinic but cannot be in the treatment room.

## **LANGUAGE**

Dr Nina speaks Italian, English, and French.

## **FACILITIES**

There are dedicated toilets for patients.

## **PAYMENT**

A consultation fee of £200 is taken for each new appointment scheduled in with Dr Nina.

Treatments are paid at the end and on the same day of the appointment, we accept debit and credit cards including American Express, BACS with proof of payment, PayPal transfers with proof of payment and cash.

For a maximum of 4 months from date of consultation, your consultation fee is redeemable against a combination of medical grade skincare and in-clinic treatments. Should you not be suitable for treatment. the consultation fee is non-refundable or transferable.

If you require an invoice for insurance purposes, please make a request via email

[info@facialsculpting.co.uk](mailto:info@facialsculpting.co.uk)

## **EMERGENCY CONTACT DETAILS**

Following treatment, if after reviewing the "What you need to know" treatment page in this document, you believe you require emergency assistance, please call the clinic at +44 20 3951 9886 and email [info@facialsculpting.co.uk](mailto:info@facialsculpting.co.uk) with the word "EMERGENCY" in the subject line. If you feel you are in **experiencing an allergic reaction and experiencing breathing difficulties** please dial: 999

## **YOUR FEEDBACK AND REVIEWS**

While in clinic, you may be given a patient satisfaction questionnaire to complete. Your responses are valued because they will help us improve and help us recognise and reward our professional staff who are going the extra mile to deliver the best service.

Please feel free to leave a review on [Google Reviews](#) and on [Trust Pilot](#)

## **THE COMPLAINT PROCESS**

In the event you are unhappy with any aspect of your treatment or care, in line with our verbal complaint's procedure, please contact management, who will, in a vast majority of cases, be able to resolve any difficulty. If you wish to make a formal complaint, you should do so in writing, to:

The Compliance Manager FacialSculpting Ltd

Address: Facial Sculpting Clinic 313 Brompton Road South Kensington SW3 2DY  
[info@facialsculpting.co.uk](mailto:info@facialsculpting.co.uk)

All written complaints will be acknowledged within 2 working days (unless a full reply can be sent within 5 working days). All formal responses will be made within 21 working days.

## **ABUSE OF PATIENTS OR STAFF**

All patients will be always treated with respect and dignity. No member of staff has the right to abuse patients or visitors and any such incidents will be treated as a disciplinary matter. Equally, we do not tolerate abuse of staff members by patients or visitors and, if such a situation occurs, we reserve the right to refuse service or any future care.