

COVID-19 action guide for Personal Care Services

When should this guide be used?	Where/who does it apply to?
<p>‘General guidelines’ (see below) should be followed at all times to reduce the risk of contracting COVID-19. They should support, not replace, discussion with Environmental Health teams, local authorities, and Local Community Infection Prevention and Control (IPC) Teams.</p> <p>‘Actions in an outbreak’ (over the page) are additional actions that may be carried out if there is a suspected or confirmed outbreak of COVID-19.</p>	<ul style="list-style-type: none"> • Applies to those who work in Personal Care Services • Potential employees / individuals that will be affected by this guidance: all those involved in cosmetology techniques which include nail, makeup and skincare services. Hairdressers, barbers, tattooists and sports and massage therapists.

Priority Actions to prevent the spread of COVID-19:

Refer to the [Working safely during coronavirus](#) guidance (listed over the page) that has practical steps you can take. These should complement – not replace – steps you have already taken with Environmental Health teams, local authorities, and Local Community Infection Prevention and Control (IPC) teams.

1. Carry out a COVID-19 risk assessment: refer to [HSE guidance](#) (listed over the page) and consult your staff or trade unions
2. Develop cleaning, handwashing and hygiene procedures: by ensuring hand wash basins are fully stocked and hand sanitiser is available. Increase the frequency of the cleaning and disinfection of objects and surfaces that are touched regularly.
3. Maintain 2m social distancing, where possible: put up signs to remind staff of social distancing guidance and use tape to mark 2m distance between workspaces and customer tables where appropriate
4. Staff should remain in designated workspaces whenever possible.
If 2m distance cannot be kept then additional measures could be used, for example, screens between clients and staff wearing a face mask or shield, etc.

Further guidelines to prevent the spread of COVID-19

- **Social distancing at work** - for example:
 - Keep the activity time as short as possible
 - Use barriers or screens to separate clients/staff from each other
 - Unless crucial for the treatment avoid skin to skin contact and use gloves wherever possible
- **Personal Protective Equipment:** Practitioner should wear a clear visor/goggles and a Type II face covering to mitigate the risk. Visors should fit the user and be worn properly, they should cover the forehead, extend below the chin, and wrap around the side of the face. If the practitioner chooses to wear goggles, they must be close fitting with no obvious openings or vents. Ensure if reusable PPE is worn then it is cleaned and disinfected between each client.
- **Managing your customers, visitors and contractors:** For example, asking customers to book online, on apps or over the telephone to reduce queues and avoid congestion in waiting areas. Rearrange seating to ensure clients are social distancing if they are in the waiting room. Face coverings are mandatory when visiting the premises (unless exempt) and should not be removed unless essential to the treatment.
- **Cleaning the workplace and management of waste:** For example, regular and thorough cleaning of all workstations and hand contact surfaces.
- Using disposable items where possible, for example nail files, and ensuring non- disposable items are cleaned and disinfected or sterilised between clients. Setting clear use and cleaning guidance for toilets.
- You should refer to specific guidance on [cleaning in non-healthcare settings](#) (listed over the page):

Workforce management:

- Minimising contacts around transactions, for example considering using contactless payments including tips where possible
- Encourage staff to bring in their own food and drinks and not allowing food and drinks to be consumed in the salon by customers other than water in disposable cups or bottles
- Staggering shift start times minimising employee congregation at entrances and exits
- Ensure the premises is well ventilated
- Keep music or background noise to a minimum to stop customers from speaking loudly or shouting
- Ensure Covid training is undertaken for staff, this could include, the use of cleaning and disinfecting PPE, new ways of working etc
- **Inbound and outbound goods:** For example, considering methods to reduce frequency of deliveries, like ordering larger quantities less often ensuring suitable storage facilities are available
- **Travelling to and from work:** People from a household or [support bubble](https://www.gov.uk/guidance/meeting-people-from-outside-your-household#making-a-support-bubble-with-another-household) (www.gov.uk/guidance/meeting-people-from-outside-your-household#making-a-support-bubble-with-another-household) can travel together in a vehicle.

Where you can find more information:

- **Working safely during coronavirus** www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely
- **Close contact services**- <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services>
- **Cleaning in a non-healthcare setting** - www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings
- **NHS test and trace: workplace guidance** - www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance
- **HSE Guidance** - www.hse.gov.uk/news/working-safely-during-coronavirus-outbreak.htm
- **Social distancing**- <https://www.gov.uk/government/publications/how-to-stop-the-spread-of-coronavirus-covid-19/how-to-stop-the-spread-of-coronavirus-covid-19>

Actions in an outbreak: what you should do if you suspect an outbreak

When should I suspect an outbreak? People with symptoms (see [Guidance for households with possible or confirmed coronavirus \(COVID-19\) infection](#) – see above) should stay home and not come to work, and access testing as stated in current advice. Advice and information provided through contact tracing should be followed by all individuals with symptoms and anyone they have been in contact with.

There is a risk of infection being passed from person to person if someone has:

1. **Symptoms of COVID-19:** (new persistent cough, fever, or a loss of sense of smell and/or taste) or
2. **Confirmed COVID-19:** has received a positive test result for COVID-19 ([Guidance for households with possible or confirmed coronavirus \(COVID-19\) infection](#)- listed over the page) This risk of passing on COVID-19 is highest if the contact occurred either:
 - 48 hours before the individual developed symptoms or tested positive for COVID-19; or
 - Up to 7 days after developing symptoms or testing positive for COVID-19

Other useful documents:

- [COVID-19: getting tested](https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested) - www.gov.uk/guidance/coronavirus-covid-19-getting-tested