

Statement of Purpose and Client Guide

Client Guide

Service Philosophy and Ethos

Our aim is to provide a high quality service in a friendly and safe environment, which improves the physical and mental well-being of our clients.

Terms and Conditions of Treatment

Complaints Procedure

The complaints procedure can be easily accessed on our website: [Policies and Procedures – Bella Luna \(bella-luna.co.uk\)](https://bella-luna.co.uk)

Statement of Service Recipients Rights

Clients have a number of rights in relation to the services provided, these include but are not limited to: right to access their information, right to be treated with dignity and respect, right to privacy, right to make a complaint and in the case of vulnerable adults that safeguarding procedures are in place.

Policies and Procedures that affect the recipients receiving treatment

Policies and Procedures for the salon are available on our website: [Policies and Procedures – Bella Luna \(bella-luna.co.uk\)](https://bella-luna.co.uk)

Staffing training and qualifications

Statement of Purpose

Bella Luna Beauty Limited
Cameron Court
Fort Island Road
Derbyhaven
IM9 1TZ

DHSC Provider Registration No: ROCA/P/0310

Telephone number: 07624 222430

Email address: martine@bella-luna.co.uk

Aims and objectives of the establishment or agency

Bella Luna Beauty Limited is a beauty salons and laser clinic that provides skin care to customers in the Isle of Man.

The Registered Manager is Martine Vermeulen who has more than 6 years' experience in managing skin care clinics.

We aim to provide customers with access to a range of affordable laser treatments within a fully equipped for purpose clinical and welcoming environment.

Customers will receive excellent care and expertise, with the highest levels of empathy and understanding. Treatments for skin care services will be provided by an Aesthetic Practitioner who possesses all the necessary training and qualifications to provide their services.

Conditions treated can be summarised as vascular and pigmented lesions, and the permanent reduction of dark hair. The purpose of some treatments maybe cosmetic, but many patients benefit through reducing the emotional and psychological stress related to their condition.



All laser treatments are non-invasive and are for adults of any gender.

The Laser has been sourced by a reputable industry leading manufacturer and is classed as a medical-grade laser. [Lynton Laser LUMINA]

We provide these treatments in an environment, which is:

Compliant with all current safety regulations
Staffed by a qualified Aesthetic Practitioner
Welcoming and friendly
Open, honest and transparent in its dealings with customers
Respectful of all customer's dignity and confidentiality

All clinical customers will have a Consultation prior to any treatment commencing, once suitability for treatment has been determined and full consent given.

Registered Manager Details

Martine Vermeulen
Registered with DOHSC – Registration No: ROCA/M/0326
Care Service No: ROCA/P/0310A

Bella Luna Beauty Limited
Cameron Court
Fort Island Road
Derbyhaven
IM9 1TZ
Telephone number: 07624 222430
Email address: martine@bella-luna.co.uk

Relevant qualifications

University College Isle of Man – VTCT Level 3 NVQ
Core of Knowledge (Laser/ILS Safety) (LAS01) certificate recompleted 08/06/22
Lynton Laser manufacturer trained 19/07/22

Relevant experience

Manager – Bella Luna Beauty 01/08/16-present

Responsible Individual Details

(Same as Registered Manager)

Roles and responsibilities within the organisation

To ensure the health and safety of all customers and staff, while delivering an excellent standard of customer service and treatments as stated within the patient guide.

To ensure the privacy and dignity of customers and staff is respected at all times.

To ensure all operational policies and procedures are followed by all staff and all staff adhere to the Local Rules as set out by the LPA.



To take complaints seriously and follow the complaints procedure for Bella Luna Beauty, as per the policy.

To follow all guidelines in line with the Isle of Man Department of Health and Social Care requirements.

Staff Details

Martine Vermeulen
Director / Registered Manager

Organisational Structure

Registered Manager/Responsible Individual - Martine Vermeulen

The Registered Manager is responsible for the overall day to day running of the clinic. All other posts report into the Registered Manager.

All staff are expected to follow the clinics' policies and procedures and adhere to the Local Rules as set out by the LPA. Every treatment has a clear clinical protocol, which should be followed for each relevant indication by only those designated suitable to carry out that treatment. At present, Martine Vermeulen is the sole member of staff.

Services/treatments/facilities

The clinic is a Laser treatment room based inside a beauty salon. Clients treated with the laser machine are 18+ years old.

The laser treatment room is for clinical purpose and the use of a Lynton LUMINA Laser..
The laser has its own 16amp socket and a mini portable fire extinguisher.

Services offered that are registered with the Isle of Man Department of Health and Social Care are all offered via the Lynton LUMINA Laser and include:

Laser hair reduction – for the removal of unwanted dark hair

Laser vascular lesion removal – for the removal or reduction of fine facial, leg and body vascular lesions

Laser pigmented lesion removal – for the removal or reduction of pigmented lesions on the face, legs or body

Skin revitalisation by collagen stimulation to face and body

The Lynton LUMINA Laser is a Single Xe Flashlamp, with a reflective cavity filtered, utilising 550nm-1100nm; 625nm-1100nm and 2940nm wavelengths.

Fire Risk Assessment of the premises completed and regularly reviewed, with a fire extinguisher available in the laser room.

No medications are used or dispensed in the provision of the services.



Patients Views

Patient views will be sought via an emailed survey through our cloud-based software. It will allow patients to leave their views and valuable input. The information will be collated and reviewed quarterly. Any views of an urgent nature will be dealt with immediately where possible.

Patients will also be encouraged to email any feedback of a non-confidential nature at any time to martine@bella-luna.co.uk

Arrangements for Visiting / Opening Hours

The opening hours of the clinic are by appointment only as advertised on our website when space is available.

The clinic telephone is a mobile phone. This is to make staff availability as accessible as possible, especially where urgent advice may be needed.

In the case of an emergency of a medical nature, all customers will be advised to seek assistance from their G.P. or Accident and Emergency, or by dialling 101 or 999.

If appropriate, the clinic will consult the advice of our LPA.

There is no requirement for patient visiting but a chaperone may attend during initial consultations. Chaperones will be asked to vacate the room during any laser-based treatment or patch-testing for their own optical radiation safety.

Arrangements for dealing with Complaints

Complaints Procedure

Bella Luna Beauty endeavours to treat all of its clients professionally, compassionately and fairly. If you find you have an issue with any matter in relation to your treatment please make Bella Luna Beauty aware either in person, by telephone or in writing.

In order to put your complaint in writing, please contact:

Registered Manager
Bella Luna Beauty Limited
Cameron Court
Fort Island Road
Derbyhaven
IM9 1TZ
Email: martine@bella-luna.co.uk
or telephone 07624 222430

The Registered Manager will aim to listen to any concerns regarding the nature of the complaint and try to remedy the issue as soon as possible. Where this cannot be resolved immediately, you will receive a written acknowledgment within 3 working days to confirm that an investigation into the matter is underway.

During the investigative process, you may be invited in to the clinic for a further review, and in order to assess your concerns or provide appropriate follow-up care.



Bella Luna Beauty will aim to provide you with a full written response within 20 working days or where this is not possible, an update as to the cause of the delay.

If you are dissatisfied with the results of this process and the final response, you have recourse to inform the Isle of Man Department for Health and Social Care of your concerns.

Chief Executive Office,
First Floor,
Belgravia House,
Circular Road,
Douglas,
IM1 1AE

Telephone: +44 1624 685816

Privacy and Dignity

We are committed to a policy of treating all its employees, job applicants, clients, customers and suppliers equally.

Principles

There should be no unlawful discrimination on account of age, disability, gender reassignment, political belief, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. These are known as protected characteristics under the legislation.

Every clinical client will receive a consultation prior to commencing any treatment. If a client wishes to fill out their consultation form privately, we will endeavour to accommodate their request in the treatment rooms not designated for the purpose of laser treatment.

The actual consultation itself will always take place within a treatment room, and chaperones are permitted with consent of the client if preferable.

In order to establish if the treatment is suitable for each client, the intended area for treatment will be assessed during the consultation. Non-identifying photographs (stored securely) will be taken to record treatment progress and results.

Where clients need to remove items of clothing, Practitioners will leave the room and leave modesty towels and disposable underwear where appropriate. Practitioners will only re-enter after a knock checking it is ok to do so is acknowledged at the door.

Possessions will be within the designated room for treatment with the client present.

We retain the right to refuse treatment at any time; for example if consent is not given in writing or a client refuses photographs to be taken.

In the event any patients' privacy or dignity is not maintained within the facility in line with the Equality Act 2017, a full investigation will be launched and appropriate disciplinary action taken.

Any affected patients' will be dealt with sensitively and still in total confidence with the Registered Manager. All patients will have access to the formal complaints procedure and may wish to escalate their complaint in line with the procedure.

Safeguarding Procedures

We take safeguarding seriously and follow the Isle of Man Government Safeguarding Guidelines, have a whistleblowing policy in place – for more information please visit our policies and procedures page:

[Policies and Procedures – Bella Luna \(bella-luna.co.uk\)](https://bella-luna.co.uk)