

Hairdressers – Guidance for visiting a care setting

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Introduction

Over the last few months, care providers have been working incredibly hard to prevent and manage outbreaks of Covid-19 in their settings. The majority of residents in care settings are some of the most vulnerable to Covid-19 in our community, with many of them falling into the shielding category.

As part of these efforts, hairdressers going into care settings was put on hold as the benefits of residents having their hair done were felt to be outweighed by the risk to the health of residents and staff. However, as the lockdown rules are changing we need to have in place a way of reintroducing this activity back into care settings.

Human rights apply just as much to people living in care settings as anyone else, and include rights to respect for private and family life, freedom of movement and association, including the right for residents to see people. This guidance seeks to balance the rights of an individual resident with the rights of the others within the care setting (residents and staff) and the duties and responsibilities of the care provider, so that residents are able to undertake activities such as having their hair done whilst keeping the safety of the care community as the number one priority as restrictions are eased.

Many of those who are living in care settings - such as residential homes and nursing homes - are at higher risk of catching Covid-19 and of having poorer outcomes due to co-morbidities, and many will be shielding. The approach to enabling hairdressers to visit has to be based on:

- the circumstances of the individual care setting (including both residents and staff)
- the individual needs of the residents within that setting
- the external Covid-19 environment around that care setting
- the Covid-19 environment where the hairdresser resides

Who is this guidance for?

This guidance is for hairdressers and the registered managers of care settings and aims to set out some good practice principles that can be followed to support the reintroduction of hairdressers into the care setting whilst continuing to prevent infections in care settings.

Each care setting is different: - Covid-19 guidance should be reflected in a risk assessment to help inform any decisions/recommendations so that the individual circumstances can be factored into the local arrangement.

This guidance will be updated as the risk posed by coronavirus continues to change and in line with further national guidance.

The day to day management of hairdressers going into the care setting and the responsibility to ensure that guidance is followed by them and residents and staff, will be the responsibility of the registered manager.

Expectations for Hairdressers

The government has created [guidance](#) and to support people in close contact services such as hairdressers. The expectation is that hairdressers entering into a care setting will be able to demonstrate the following compliance with this guidance, namely:

1. Relevant insurance is in place that enables the hairdresser to operate within care settings.
2. An up to date DBS check.
3. Risk assessment for working in a care setting including what control measures are in place for Covid-19, which is shared and agreed with the care setting.
4. If the hairdresser, a member of their household or an employee they have been in contact with are unwell they do not attend the care setting.
5. Where possible the care setting should be the first and the only setting the hairdresser attends during the working day.
6. As social distancing measures cannot be followed during the hair appointment the activity time for the appointment should be as short as possible, and the start and end time for the appointment confirmed beforehand with the care setting.
7. Hand Hygiene should be undertaken on entering the premises and throughout the day and before each appointment.
8. The use of PPE by the hairdresser should include as a minimum the wearing of a face visor and/or face covering and a disposable apron. As the activity is taking place in a care home it is recommended the hairdresser wears a surgical face mask in line with the requirements of other care home workers.
9. A visor should take the form of a clear visor that covers the face and provides a barrier between the wearer and the person from respiratory droplets caused by sneezing, coughing or speaking. Visors must fit the user and be worn properly. It should cover the forehead, **extend below the chin**, and wrap around the side of the face.
10. Both disposable and re-usable visors can be used. A re-usable visor must be cleaned and disinfected after each appointment using normal cleaning products. All other non-reusable PPE should be changed between appointments (gloves, aprons etc.)

11. It is recommended that hairdressers work from the back (behind the person) or from the side, regularly circling the person and limit as much as possible being directly face to face with a person.
12. Unless crucial for the treatment, avoiding skin to skin contact and use gloves where possible
13. A break should be scheduled in between appointments in order to give time to for cleaning and disinfecting of equipment to take place.
14. All appointments are booked in advance.
15. Travel to the care setting in your own car, public transport and car sharing should be avoided.
16. The clothes the hairdresser wears for the appointments should be changed into on arrival into the care setting and should be changed out of before leaving. Clothing should be put into either a disposable or washable bag and should be laundered as soon as possible at home.
17. Any waste produced by the hairdresser during the appointments should be bagged up at the end of the appointments and disposed of as per relevant guidelines.
18. Minimise how frequently equipment is shared between workers, thorough cleaning between use and assigning to an individual where possible.
19. Use disposable items where possible, and ensure non-disposable items are cleaned and disinfected or sterilised between people, such as scissors and brushes. The person's chairs should be sanitised **after each appointment**, and at the start and end of shifts.
20. The hairdresser should bring their own food and drink with them.
21. In an emergency, for example, an accident, provision of first aid or fire, people do not have to comply with social distancing guidelines if it would be unsafe.
22. Use disposable gowns for each person and dispose of immediately and appropriately as required. Where this is not possible, use separate gowns for each person and wash between use.
23. Separate clean towels should be used for each person. These should be placed into a laundry bag immediately after use and this should be closed at the end of the session

Expectation for Care Settings

1. The care provider will ensure they are aware of the details of all the care settings that the hairdresser works in and should have received assurances from the hairdresser how they will be able to prevent the spread of Covid-19 between sites.
2. The care provider will ensure the hairdresser is aware of the Covid-19 arrangements for the care setting and risk assessments are discussed and agreed before the first appointment.
3. Temperature check is taken on arrival / and the Covid–19 screening questions are completed including capturing information for test, track and trace.
4. Confirm the entry and exit route for the hairdresser and the place in which the appointments will take place and nearest rest room facility if needed and where donning and doffing of PPE should take place.
5. Consideration should be made for some of the specifics of how the hairdresser will operate such who will provide paper towels to dry hands and cleaning products, wipes and PPE. These considerations should be agreed between the Care Setting and the Hairdresser and should form part of the risk assessment.
6. Provide a dedicated member of staff to support people to and from the hair appointment.
7. Registered Manager to ensure the donning and doffing of PPE, hand hygiene and good hygiene standards as per the risk assessment are followed. Sharing of donning and doffing and arriving home safely posters.
8. That any risks associated with the resident have been added to their individual risk assessment.
9. The same hairdresser should undertake the appointment with the same person especially for appointments that occur frequently such as weekly.
10. Appointments should occur in a dedicated space within the care setting with access to washing facilities. This should not be a person's bed room. However, an unoccupied bedroom/bathroom may be considered. The space should be cleaned between appointments by the hairdresser, including the cleaning of the chair and any other high touch points. However, a deep clean should be undertaken at the end of the appointment by the care setting as part of the designated cleaning schedule.
11. Each care setting is different and the space available will dictate the number of people who can have their hair appointment at any one time. Social distancing measures between people's chairs of 2 metres should be observed. The care setting should ensure these arrangements are agreed with the hairdresser prior to the commencement of appointments.
12. Ventilation of the designated area should be considered such as opening windows and the use of extractor fans.
13. Ensure that residents who are attending appointments are aware of the new procedure and have the opportunity to raise any questions or concerns.
14. Refreshments can be served to the resident by the staff member only and can be brought with the resident to their hair appointments.

15. Care settings should strongly encourage residents to wear a face covering during the hair appointment as social distancing may be difficult and they are coming into contact with people that they do not normally meet.
16. Care providers should identify and confirm with hairdressers where they can get changed and which toilets they should use whilst on site.
17. Care settings should provide hairdressers with access to waste bins.
18. The process for how payment to the hairdresser is made should be agreed in advance and wherever possible using cashless methods such as contactless card payments or BACS payments.
19. If a person does not have the capacity to consent to a hair appointment but it is in their best interests to have one the registered manager will follow the principles of the MCA and record the decision within the person's care record.

Ability to suspend hairdressing appointments

Hairdressing appointments will be suspended in the following circumstances:

In the event of an outbreak of Covid-19, in the care setting or the hairdressers workplace(s).

Appointments should be able to re-start at the end of the outbreak when the care setting or work place is Covid-free (28 days following the onset of the last case).

Evidence of community hotspots or outbreaks in the area of the care setting or the hairdressers home or workplace(s) based on information provided by NYCC and CYC.

If a hairdresser is contacted as part of a track and trace and are made aware that they have been in contact with a person/ place where Covid-19 is present, then they should contact all care settings that they operate in to make them aware and cancel all appointments and self-isolate as per national guidelines.

Suspensions of hairdressing appointment should be implemented in a transparent manner with open and clear communication to residents and hairdressers. If hairdressers operate in a number of different care settings and one of these setting has an outbreak they should consider being tested and raise this immediately with the other care settings and should not attend the other care settings for 14 days.

If hairdressing appointments are suspended, care providers should communicate this to the Local Authority and other key stakeholders.

Government guidance and useful links

<https://assets.publishing.service.gov.uk/media/5ef2889986650c12970e9b57/working-safely-during-covid-19-close-contact-310720.pdf>

<https://assets.publishing.service.gov.uk/media/5eb967e286650c2791ec7100/working-safely-during-covid-19-other-peoples-homes-310720.pdf>

Action Card for Hairdressers

<https://coronavirusresources.phe.gov.uk/reporting-an-outbreak/resources/>

Example procedure for attending a hairdressing appointment

1. Hairdresser to enter premises and use wash station undertake Hand Hygiene
2. Takes temperature and answers Covid-19 screening questions and provides details for test and trace.
3. Goes to designated space and changes into clothing for hair appointments
4. Dons PPE and undertakes Hand Hygiene
5. Goes immediately to hairdressing area and set up for appointments
6. When ready notifies the staff member to get resident for appointment
7. The resident arrives with disposable apron on and individual towel. (Staff support resident to don and doff not hairdresser) and Laundry bag ready for all towels, to be laundered in line with IPC guidelines
8. The person washes hands or hand sanitises on arrival to the hairdressing area
9. Discussion about the resident wearing a face covering and donning of face covering
10. Hairdresser explains the use of the visor and the changes to the appointment.
11. A clean towel and disposable apron is used by the resident for the hair appointment
12. Complete hair appointment
13. Pay for hair appointment (contactless where possible)
14. Hairdresser cleans and disinfect area and equipment and place towels into a laundry bag
15. Change PPE and clean visor if re-useable before next appointment