CLIENT CARE

Client Information Guide

PRE-TREATMENT · TREATMENT · AFTERCARE

Primrose Beauty
51 Stonecot Hill, Sutton, SM3 9HJ
The.pixel.nurse.pmu@gmail.com · 07791 041489

01 | Before your appointment

Your safety and treatment outcome matter.

Please contact Laura Jane before booking if you have any medical conditions, recent surgery or cancer treatment, skin conditions, allergies, a history of problematic healing or hyper pigmentation, or take regular medication.

Medical suitability

Laura Jane will assess whether treatment should be postponed or may not be suitable in circumstances. Failure to disclose medical information might result in loss of deposit.

Medicines and numbing products

- Tell Laura Jane about all prescribed and over-the-counter medicines and supplements, especially anticoagulants or antiplatelet medicines.
- Do not stop or change prescribed medication (including blood thinners) for a treatment unless the clinician who prescribed it has specifically advised you to do so.
- Avoid fish oils, vitamin C, ibuprofen and aspirin before appointment, as can increase bleeding.

General preparation

- Keep the treatment area comfortably moisturised in the run-up to your appointment.
- Avoid attending with skin that is irritated, sunburnt, broken or actively inflamed.
- Avoid sunbathing, sunburn and self-tan on the treatment area for 7 days before treatment.
- For cosmetic tattooing stop using retinol products for 4 weeks before and after treatment, as can reduce pigment saturation.
- For eyeliner, please remove false eyelashes before your appointment.
- For lip blushing taking a 5 day course of aciclovir is strongly advised, even if you have never suffered prior cold sores. https://pharmica.uk/cold-sore/aciclovir

Patch Test

- For some treatments a patch test is required.
- This can be posted if unable to attend the studio in person.
- Please let Laura Jane know of any know allergies or prior reactions during aesthetic treatments.

02 | Your appointment

Arrival

Please arrive on time.

The salon does not have a receptionist, so arriving too early may result in you waiting to be let in.

Bringing someone with you

A friend or family member may accompany you, but the treatment room is small, so please keep this in mind when planning your visit.

Finding the studio

- My studio is located inside; **Primrose Beauty, 51 Stonecot Hill, Sutton, SM3 9HJ.**

Parking and Transportation

- Asda, Stonecot Hill has 2 hours free parking.
- For longer appointments try to park on Ash Road.
- Always check current parking signs and restrictions before leaving your vehicle.
- The 93 bus from Morden or Wimbledon stops at Ash Road outside the studio.

Payment and deposits

From January 2027 a £50 booking deposit will be taken when booking via email.

For online bookings a 20% deposit will be taken.

These deposits are nonrefundable should an appointment be cancelled less than 48 hours before your appointment.

The Pixel Nurse Limited

Starling Business account

77400643

60-83-71

Insurance Details

If an insurer is paying, this must be discussed in advance and authorization number provided.

The code for areola tattooing is B3592.

2 sessions need to be authorized, and Laura Jane will confirm amount covered, as each insurance varies

Numbing cream recommendations

https://www.getnumbd.com/products/getnumbd-super-strength-numbing-cream

https://www.chemist-4-u.com/emla-cream-5-5g

I strongly recommend applying numbing cream prior to leaving home to treatment area (under clingfilm) prior to leaving home.

Please only use recommended brands and allergy check at home before appointment.

What to expect

Temporary redness, bruising, swelling, pinpoint bleeding or oozing from any treatment that punctures the skin.

If prone to hyperpigmentation, this can last 2-4 months in treatment site.

Skin healing takes around 2 weeks.

- Wash your hands before touching the treated area.
- Use only a gentle cleanser when showering and do not introduce new active skincare products while the area is healing.
- Do not pick, scratch, peel or remove scabs or flaking skin. Allow it to shed naturally.
- Avoid swimming, saunas and steam rooms for 2 weeks.
- Avoid excessive sweating for 72 hours,
- Protect healing skin from sun exposure for 2 weeks. And factor 50 always on tattoo when on holiday or sunlight.
- Use any aftercare products provided as instructed.

When to seek medical advise.

Seek prompt medical advice if redness is increasing or newly develops after the first 24–72 hours

If you develop worsening pain, heat, swelling, pus, fever, red streaks, or feel unwell, seek urgent medical help.

Contact Laura Jane if you are unsure whether healing is normal.

04 | Treatment guides

Areola tattooing, Gender-affirming tattooing and Scar Camouflage

Leave the waterproof dressing in place for 1-2 days.
Always remove in the shower to prevent damaging the tattooed skin.

Gently wash with mild soap.

Apply the supplied vitamin balm twice daily to clean skin.

Expected peeling of the tattoo and some loss of pigment.

Skin can appear darker and redder as it heals.

Cosmetic Tattooing; brows, lips, eyeliner

Gently wash with mild soap **avoid** glycolic acids, AHA, BHA and vitamin C, as all reduce pigment retention.

Apply the supplied vitamin balm twice daily to clean skin.

Expected peeling of the tattoo and some loss of pigment.

Skin can appear darker and redder as it heals.

- Lip Blushing may trigger a cold sore outbreak. Taking a 5 day course of aciclovir is strongly advised, even if you have never suffered prior cold sores.

https://pharmica.uk/cold-sore/aciclovir

Inkless scar camouflage or Microneedling Facials

- Redness, swelling and some bleeding may occur for up to 24 hours.
- Some pinkness to the skin can remain for a few weeks (inkless)
- Flaking of the skin should be expected.
- Avoid swimming, saunas and steam rooms for 2 weeks,
- Avoid excessive sweating for 72 hours.

Skin Boosters

- Mild swelling, redness, tenderness, bruising and tiny raised bumps usually settle within 24 to 72 hours
- Avoid touching or massaging the area unless instructed
- Avoid swimming and saunas for 1 week and excessive sweating for 72 hours.
- Stay hydrated.
- Keep skincare gentle and avoid makeup in injection sites.
- Hold off on facials, chemical peels, microneedling, or energy-based treatments in the area, and wear daily SPF for 1 week.

06 | Helpful reminders

Healing is individual. This guide is not a diagnosis or a replacement for medical advice.

If Laura Jane gives you different instructions for your agtercare, follow those instructions and ask if anything is unclear.

Please contact if:

- Your health, medication or skin condition changes before your appointment.
- You are unsure whether you are suitable for treatment.
- You are uncertain how to clean or care for the treated area.
- You notice symptoms that concern you during healing.

The Pixel Nurse

Primrose Beauty, 51 Stonecot Hill, Sutton, SM3 9HJ

The.pixel.nurse.pmu@gmail.com

07791 041489