

STATEMENT OF PURPOSE	
Name of establishment or agency	Becky's Beauty & Holistics
Address and postcode	Becky's Beauty & Holistics, Raby Street, Llanelli, Carmarthenshire. SA15 3EY
Telephone number	075834189697
Email address	info@beckysbeautyholistics.co.uk
Fax number	

Aims and objectives of the establishment or agency
<p>To provide Hair Removal and Advanced Medical Therapies such as Photo rejuvenation, the treatment of Vascular Lesions and Acne Scarring - operated by Becky's Beauty & Holistics using the Elmac machine provided by Skinbase IPL system (Intense Pulsed Light) to the highest standard in order to ensure customer satisfaction.</p> <p>Our IPL system has an industry leading spot size, so treatments take less time than with other machines. The machine also incorporates a "cryo handset" used to cool the area before treatment. The cryo-handset gives a chemical free local anaesthetic effect.</p> <p>Treatments are offered to all over the age of 18, the cost of which is published in our hardcopy price and on our website. Prior to treatment you must first undergo a consultation procedure. A consultation will include a health/lifestyle questionnaire and a test patch. At all times the confidentiality and the dignity of the client will be maintained, from a private consultation to treatment with a private, locking treatment room, providing appropriate towels, and only the area being worked on will be exposed.</p>

Becky's Beauty & Holistics

Initial consultations are free of obligation and are charged at £25 which is redeemable against a course of treatments. Treatment prices are fixed and are available via a published price list. Payment is due in full at the time for treatment. Cash, cheques and credit/debit cards are accepted. Value packages are available for those who pay in advance for a course of multiple treatments. All treatments are non-refundable and pre-paid course are non transferable.

The clinic implements a cancellation policy, an appointment booked and not attended will carry a charge of 50% of the treatment cost. Becky's Beauty & Holistics will not charge for cancellations when given 24 hours notice but would appreciate the earliest notice should you be unable to attend. We have the right to waive this charge.

Contractual agreement

Prior to commencement of IPL treatment (including a patch test) the client is required to sign a consent form. Upon signing the consent, they are confirming that they understand the benefits and risks of the treatment. In addition, they are also acknowledging that no guarantee can be given with regard to clinical outcome.

Treatment Price

An in depth consultation including a patch test costs £25. The full price list will be discussed at consultation.

Results of consultation

Consultations are carried out prior to any IPL treatment in order to confirm your suitability for treatment. We discuss your expectations and provide a thorough explanation of the treatments provided. Any questions you have will be addressed and any risks or side effects highlighted. Following consultation an appointment for the treatment will be booked. Any potential walk-in's will be booked in for a consultation.

REGISTERED MANAGER DETAILS	
Name	Rebecca Davies
Address and postcode	Becky's Beauty & Holistics Raby Street, Llanelli, Carmarthenshire. SA15 3EY
Telephone number	07583418697
Email address	info@beckysbeautyholistics.co.uk
Fax number	
Relevant qualifications	Beauty Therapy level 3, Diploma in Intense Pulsed Light
Relevant experience	<p>I have worked in the industry delivering services to clients for almost 14 years. During this time I opened the business, Becky's Beauty & Holistics and have run this for over 10 years.</p>

STAFF DETAILS

Please provide the following details for all staff providing services at your establishment or agency

Name	Position	Relevant qualifications / experience
Rebecca Davies	Owner	Level 3 Beauty Therapy

ORGANISATIONAL STRUCTURE

Please insert a diagram or description of your organisational structure (please delete this section if not applicable)

Rebecca Davies – Owner Qualified level 3 Beauty Therapy

SERVICES / TREATMENTS / FACILITIES

Please detail each treatment you intend providing with the age range and any specialist equipment used

IPL – intense pulse light to reduce hair growth to over 18's only

Make – Elmac electronic

Model – Intensive skinlight plus crio

PATIENTS VIEWS

How do you seek patient's views on the services / treatments you provide?

We currently ask for reviews to be left online and also informally ask the clients after treatment how they felt it went.

With more intense treatments we would drop them a message via email or text and confirm that everything was as expected and encourage feedback at all times.

ARRANGEMENTS FOR VISITING / OPENING HOURS

What are the opening hours of the establishment?

What are the arrangements for patients who require urgent care or treatment out of hours?

***If you provide in patient care** what are the arrangements for contact between patients and their relatives i.e. visiting times*

Opening hours are

Monday 9am – 4pm

Tuesday 9am – 8pm

Wednesday 9am – 4pm

Thursday 9 am to 8pm

Friday 9am to 4pm

The treatment we provide is cosmetic so urgent out of hours will not be required.

ARRANGEMENTS FOR DEALING WITH COMPLAINTS

- Becky's Beauty & Holistics is committed to the delivery of high quality services and products to its clients. It is expected that we will aim to provide the best possible service to clients. However, it is acknowledged that on occasions clients may not be entirely satisfied with their experience. Becky's Beauty & Holistics therefore welcomes the comments that clients may have in this respect.

Procedure

Where a client feels unhappy and wishes to make their complaint known, we will inform the individual of the process for making a complaint. When a complaint is made we will always be courteous in acknowledging this and respect that the client may have legitimate grounds for their grievance.

Wherever possible and always with the express agreement of the client, we will do our utmost to resolve complaints at a local level to avoid it escalating to the complaints. If we are unable to resolve complaints at a local level, clients can elect to take their complaint further. Becky's Beauty & Holistics will inform clients they can make a formal complaint to us and this may be communicated either verbally and/or in writing. These complaints are to be referred to as formal complaints. If Becky's Beauty & Holistics is unavailable to receive the complaint verbally, clients will be offered the following two options:

1. We can contact them by telephone at the next available convenience to discuss the complaint, or
2. Request that the client details the complaint in writing. All complaints made in writing should be addressed to Becky's Beauty & Holistics.

Where a formal complaint is made (either verbally and/or in writing); the complaint will be acknowledged within 2 working days of the complaint being received (unless a full reply can be sent within 5 working days). The complainant will be informed that their complaint will be investigated and that they will receive written notification of the outcome within 25 working days of receipt of the complaint. Where the investigation may be prolonged, the complainant will be kept informed of the anticipated completion date and a full response made within 5 working days of a conclusion being reached.

In the case of IPL treatments, the complainant should be advised that they may at any stage elect to refer their complaint to the Care Standards Inspectorate for Wales whereupon they will be advised of their complaints' procedure. All IPL complaints will be documented and copies held with the client's individual record and the complaints' master file.

Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Tel: 0300 062 8163

PRIVACY AND DIGNITY

How will patients' privacy and dignity be respected in line with the Equality Act 2010 and the protected characteristics of

- *age*

Becky's Beauty & Holistics

- *disability*
- *gender re-assignment*
- *marriage and civil partnerships*
- *pregnancy and maternity*
- *race*
- *religion or belief*
- *sex*
- *sexual orientation*

All client consultations and treatments shall remain confidential and not discussed with any third parties. Clients' records shall remain confidential and kept in a secure place when not in use. Client treatments shall be carried out with due respect to the client's right to privacy.

All staff, clients and visitors at skindeep will be treated equally and will not be discriminated against.

Date Statement of Purpose written	5 th June 2022
Author	Rebecca Davies

STATEMENT OF PURPOSE REVIEWS

Date Statement of Purpose reviewed	7 th June 2023
Reviewed by	Rebecca Davies
Date HIW notified of changes	7 th June 2023

Becky's Beauty & Holistics

Date Statement of Purpose reviewed	10 th June 2024
Reviewed by	Rebecca Davies
Date HIW notified of changes	No Changes

Date Statement of Purpose reviewed	24th February 2025
Reviewed by	Rebecca Davies
Date HIW notified of changes	No Changes

Date Statement of Purpose reviewed	11th March 2026
Reviewed by	Rebecca Davies
Date HIW notified of changes	No changes