

BUSINESS DETAILS

IN AN EMERGENCY CALL:

Salon/Spa Manager:
Business Contact Number:
Clients:

SERVICE DETAILS

Purpose:
Date:

Benefit: Delivers transformative treatments that attract high-value clients. | Develops advanced technical and scientific knowledge. | Encourages higher standards in client consultation and safety. | Expands professional reputation through specialist skills. | Promotes innovation through use of cutting-edge equipment. | Supports ongoing learning and accreditation within the industry.

HAZARDS

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Device compliance and maintenance lapses	Device malfunction, inconsistent energy delivery, burns	Access to proven technology with reproducible, high-quality results.	Use CE/UKCA-marked devices with current service logs; perform pre-use checks; update firmware per manufacturer; quarantine any unit with erratic output; maintain a register of assets, calibrations and user manuals accessible at point-of-use. (ALL)	Practitioners	Before Measure: High After Measure: Med
Emergency preparedness gaps	Delayed response, worsened complications, legal risk	Clients proceed with confidence that rare events are handled swiftly.	Keep a grab-bag: adrenaline, hyaluronidase, aspirin, nitrates per protocol, eyewash, oxygen and pulse oximeter. Drill scenarios quarterly (anaphylaxis, vascular compromise, vision change); display escalation contacts and document debriefs and updates. (ALL)	Practitioners, clients	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Hyaluronidase or local anaesthetic allergy	Allergic reaction, anaphylaxis, respiratory distress	Comfort and reversibility of HA treatments with confidence in safety.	Take allergy history (bee/wasp, penicillin, latex, prior hyaluronidase/LA). Keep adrenaline, antihistamine and oxygen available; perform tiny test dose if indicated and observe. Record reactions and switch to alternatives or referral when needed. (ALL)	Clients	Before Measure: High After Measure: Med
Infection and biofilm after filler	Infection, abscess, chronic inflammation	Longer-lasting aesthetic improvements with clear, healthy skin.	No-touch asepsis with chlorhexidine/alcohol prep, sterile fields, single-use consumables, and makeup exclusion. Post-care: clean hands, avoid occlusion/saunas; give red-flag instructions. Record lot numbers and review early if pain, swelling or nodules emerge. (ALL)	Clients, practitioners	Before Measure: High After Measure: Med
Laser/IPL thermal injury	Burns, scarring, pigmentation change	Targeted pigment, vessel or hair reduction with clearer, more even skin.	Take Fitzpatrick/tan history, perform test patch, select wavelength/fluence and pulse width conservatively, cool skin and avoid recent sun or photosensitisers. Use eye protection appropriate to wavelength and log parameters and endpoints. (ALL)	Clients	Before Measure: High After Measure: Med
Local anaesthetic toxicity or methemoglobinemia	Systemic toxicity, dizziness, cardiac issues	Comfortable procedures that clients tolerate well from start to finish.	Calculate maximum mg/kg for lidocaine/prilocaine; avoid large occluded areas; stagger doses; monitor for perioral numbness, tinnitus or agitation. Keep resus kit and protocols accessible; document total dose and sites on the chart. (ALL)	Clients, practitioners	Before Measure: High After Measure: Med
Medical contraindications and timing conflicts	Complications, poor healing, increased side effects	Safe access to high-impact treatments when conditions are optimal.	Screen for pregnancy, anticoagulants, autoimmune disease, recent laser/surgery, isotretinoin, photosensitisers and active infection. Adapt, defer or refer as needed; record clinician clearances and timing before resuming advanced work. (ALL)	Clients	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Ocular injury during energy treatments	Eye burns, vision loss, severe discomfort	Effective peri-eye rejuvenation while keeping vision comfortable.	Fit wavelength-rated goggles or intra-ocular shields for peri-ocular work; confirm seal before firing. Never treat across unshielded lids; angle beams away from canthus; stop and irrigate immediately after any accidental flash. (ALL)	Clients	Before Measure: High After Measure: Med
PRP handling and cross-contamination	Bloodborne infection, incorrect labeling, lost samples	Natural rejuvenation using the client's own plasma with traceable quality.	Use CE-marked kits, label tubes at draw, maintain chain-of-custody, balance centrifuge correctly, and keep a blood spill kit at station. Dispose via clinical waste; document batch and process times; never reuse consumables. (ALL)	Clients, practitioners	Before Measure: High After Measure: Med
RF or HIFU burns and deep structure injury	Deep burns, fat loss, nerve damage	Noticeable tightening and lift with natural facial definition.	Map safe zones, couple properly with gel, confirm cartridge depth/energy, avoid thyroid, carotid and orbital areas, and don't stack passes without cooling intervals. Stop at hot spots and document settings for reproducibility. (ALL)	Clients	Before Measure: High After Measure: Med
Sharps injury and blood exposure	Needlestick injury, infection, bloodborne disease transmission	Precise injectable work delivered with professional assurance.	No recapping; sharps bin at point-of-use; neutral hand technique; immediate wash, dress and incident record for any splash or stick. Verify Hep B status, follow post-exposure pathway, and quarantine implicated devices for review. (ALL)	Practitioners	Before Measure: High After Measure: Med
Vascular compromise from dermal filler	Vascular occlusion, tissue necrosis, blindness	Restores volume and contour, softening lines and improving facial balance.	Map danger zones, use cannula or small needles, inject slowly in tiny aliquots with minimal pressure, keep constant motion, stop at pain/whitening, and keep hyaluronidase, warmth and escalation pathways ready; document product, batch, sites and times for traceability. (ALL)	Clients, practitioners	Before Measure: High After Measure: Med

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Aftercare non-adherence	Delayed healing, pigmentation changes, infection	Results that last longer with smoother progress between sessions.	Provide printed, plain-language aftercare for each modality (hands off, SPF, no heat/sauna/exercise, product holds and restart timelines). Add a rapid contact route and a 2-week review to check outcomes before escalation. (ALL)	Clients	Before Measure: Med After Measure: Low
Botulinum toxin spread and functional issues	Drooping eyelids, asymmetry, speech/swallow issues	Smoother lines with preserved expression and symmetry.	Dose conservatively to anatomy, avoid low brow points in heavy foreheads, and space visits ≥ 12 weeks. Use sterile technique, correct dilution and gentle pressure only. Provide aftercare on no-rubbing/lying flat and review at 2-3 weeks before any tweak. (ALL)	Clients	Before Measure: Med After Measure: Low
Bruising and hematoma	Swelling, discoloration, delayed recovery	Refreshed appearance with minimal downtime and faster return to routine.	Take anticoagulant/antiplatelet history; avoid vessels with mapping and light tunnelling; use cannula where suitable; apply brief compression and cool packs; give clear aftercare on exercise, sauna and alcohol for 24-48 h. (ALL)	Clients	Before Measure: Med After Measure: Low
Counterfeit or diverted products	Unpredictable reactions, treatment failure, reputational risk	Consistent outcomes that match brand claims and client expectations.	Purchase only via authorised distributors; verify serials, tamper seals, INCI/lot/expiry; keep receipts and a lot log; quarantine suspect stock and notify supplier. Educate staff to spot packaging and label anomalies before use. (ALL)	Practitioners	Before Measure: Med After Measure: Low
Delayed inflammatory nodules or granulomas	Granuloma formation, chronic swelling, treatment delays	Natural-looking structure with smooth contours over time.	Avoid mixing products in one plane, use conservative volumes, and space sessions. Exclude active infection; keep protocols for HA dissolution or anti-inflammatory management. Photograph outcomes and record timelines to guide safe future adjustments. (ALL)	Clients, practitioners	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Filler migration and asymmetry	Product movement, uneven appearance, client dissatisfaction	Subtle, believable enhancements that suit facial dynamics.	Plan depth and vector mapping; inject small, staged amounts and allow settling before review. Avoid heavy massage, reassess after two weeks, and dissolve if malposition persists. Capture standardized photos to refine subsequent placement. (ALL)	Clients	Before Measure: Med After Measure: Low
Herpes simplex reactivation (peri oral/perinasal)	Cold sore outbreak, delayed healing, discomfort	Smoother tone around lips and nose without provoking flare-ups.	Ask about cold sores; avoid active lesions; for frequent episodes advise clinician discussion on prophylaxis. Reduce friction near trigger zones, schedule when clear, and record history to tailor future plans. (ALL)	Clients	Before Measure: Med After Measure: Low
Keloid or hypertrophic scarring tendency	Scarring, raised tissue, cosmetic dissatisfaction	Texture improvements that respect individual healing patterns.	Take scar history; avoid high-energy passes or deep penetration on keloid-prone areas; test a small zone first and extend intervals. Prefer gentler modalities and document outcomes before escalation. (ALL)	Clients	Before Measure: Med After Measure: Low
Medical governance for prescription products	Regulatory breaches, unsafe prescribing, liability issues	Access to prescription treatments within a robust, legal framework.	Use PSD/PGD compliant pathways with prescriber assessment; verify indications, consent and batch traceability; store Rx items locked with access controls; audit records quarterly and remove out-of-date stock immediately. (ALL)	Practitioners	Before Measure: Med After Measure: Low
Microneedling contamination and over-needling	Infection, scarring, excessive redness	Smoother texture and refined pores with short downtime.	Single-use sterile cartridges; strict skin prep; set depth by zone; use cross-hatch passes sparingly; stop if pinpoint bleeding pools or erythema intensifies. Provide bland aftercare; record device, depth and passes for next time. (ALL)	Clients	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Nerve irritation or dysesthesia	Numbness, tingling, long-term discomfort	Refined contouring while preserving natural sensation and movement.	Identify key foramina/nerve paths; keep needle tips superficial or deep to avoid traversing trunks; stop if paraesthesia occurs and redirect. Prefer cannula near infraorbital/mental zones; record any symptoms and plan conservative follow-up. (ALL)	Clients	Before Measure: Med After Measure: Low
Pain, anxiety and vasovagal episodes	Fainting, panic, interrupted treatment	Calm, completion-friendly appointments—even for sensitive clients.	Pre-brief sensations, use graded comfort options, seat semi-reclined with leg support, and keep glucose and water available. Pause at pallor/sweat, lower head, and document triggers; adapt sequence next visit to finish efficiently. (ALL)	Clients	Before Measure: Med After Measure: Low
Pigmentary change after energy or peel	Hyperpigmentation, hypopigmentation, uneven tone	Even tone improvements across diverse skin types.	For deeper tones or PIH-prone clients, pre-treat with SPF and gentle brighteners, use lower settings/shorter contact, and lengthen intervals. Cool promptly post-treatment and give strict sun-avoidance guidance with written aftercare. (ALL)	Clients	Before Measure: Med After Measure: Low
Plume inhalation (laser/plasma/diathermy)	Respiratory irritation, infection, unpleasant odour exposure	Enables precise resurfacing and lesion work in a calmer environment.	Use local plume evacuation with HEPA/ULPA filters positioned at the source; replace filters to schedule; avoid room fans; wear appropriate masks for close work; wipe down horizontal surfaces after sessions. (ALL)	Practitioners	Before Measure: Med After Measure: Low

HAZARD	RISK	RISK BENEFIT	MEASURE	RISK TO	RISK LEVEL
Therapist qualifications and scope of practice	Unskilled treatment, inconsistent outcomes, injury risk	Advanced treatments delivered by verified practitioners clients can trust.	Keep a competency matrix by modality/depth; verify accredited training and supervised sign-off; refresh CPD annually; restrict advanced procedures until signed off; mentor and audit technique with periodic outcome reviews. (ALL)	Practitioners, clients	Before Measure: Med After Measure: Low
Toxin treatment failure or storage errors	Reduced effect, wasted product, client dissatisfaction	Predictable refresh with results that endure between visits.	Maintain cold-chain 2-8 °C with min-max logs; reconstitute with correct diluent and gentle mixing; label date/time and discard per brand window. Avoid frequent low-interval top-ups that may drive non-response; document units per site. (ALL)	Practitioners	Before Measure: Med After Measure: Low
Unpredicted risks	Illness, injury, death		Ongoing dynamic risk assessment carried out by all staff. Any observed potential hazards should be reported to the manager immediately and corrective action taken if required. (ALL)	All	N/A

NOTES

Extra notes & service evaluation:

Completed by

Reviewed/Approved by

Risk Assessment Date

Review Required Date