

Pre & Aftercare Information

Concept[™] Facelift & Neck Lift



This information has been provided to enhance your journey through your treatment pathway. We recommend that read this advice and if you are unsure about anything then please do not hesitate to contact us.

General enquiries: 01892 257357 (Mon - Fri, 9am - 5pm).
For out of hours emergencies and at weekends, please call 07753 211771.

Procedure Information

Preparation before surgery:

- Smoking (cigarettes or e-cigarette with nicotine) - you should avoid or significantly reduce the amount you smoke. Nicotine causes the blood vessels to close up and this effect lasts for 45 - 60 minutes following inhalation. It is one of the most important requirements to lower the risk of postoperative infection and other healing complications. Ideally we would suggest to avoid smoking for a minimum of one month before and after surgery.
- If your procedure is under general anaesthetic, please observe the following:

Flying before and after surgery:

Short haul (less than 3 hours) - You must not fly for 7 days before and after your procedure.

Long haul (more than 3 hours) - You must not fly for 14 days before and after your procedure.

These rules do **not** apply if under local anaesthesia.

- Please shower on the morning of your surgery, washing your hair well. This is important to lower the risk of infection. Any shampoo and conditioner can be used.
- We suggest you buy some soft foods such as: porridge, soup, pasta etc; the SMAS muscle will be repositioned during surgery making your jaw feel tight for the first couple of days.
- After surgery you need to sleep slightly elevated for 7 days. You DO NOT need to sleep upright, and you can use 1 - 2 pillows to aid drainage of the swelling.
- Please arrange transport home with a family member or friend. Public transport can be used if you are having your procedure under local anaesthetic, but it is recommended to have someone accompanying you. If your surgery is under general anaesthetic, you must be accompanied home and have someone stay with you for the first 48 hours.
- You will require regular pain relief for the first few days and can require it for longer. We will provide you with appropriate painkillers to take home.
- Do NOT take Arnica or herbal tablets 10 days before and 3 days after your surgery. This will significantly reduce your risk of bruising. If you are on blood thinning medication, notify us immediately.
- Please wear a dark top (not white), and preferably a button-up shirt or blouse.
- We will provide cold compresses, sterile gauze, a pillow protector and painkillers for you to take home on the day of surgery.

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The day of surgery:

Please DO observe the following on the day of your surgery:

- Enjoy a light meal before attending, unless you are scheduled for twilight sedation or a general anaesthetic.
- Shower on the morning of surgery, washing your hair and face well.
- Feel free to wear makeup. We will provide makeup wipes if required.
- Bring a scarf for your comfort and discretion after surgery.

If you are scheduled for twilight sedation or general anaesthetic, please observe the following:

- Do not eat anything up to 6 hours before your surgery. This includes boiled sweets and chewing gum.
- Do not drink anything but water up to 4 hours before your surgery. Please stop drinking altogether up to 2 hours before your surgery.

Procedure Information

Immediately after surgery:

After completing the surgery, you may feel emotional. Your journey has taken a lot of thought and courage. You will look and feel tighter than the final result that you will achieve. You will notice changes in your appearance over the next few hours after surgery. This is also completely normal.

You will relax in our recovery room, where we will provide you with a hot/cold drink and biscuits. One of our nurses will go through the aftercare and give you instructions on what to expect in the following few days (please always refer to this document).

We will make your follow up appointments. This will consist of:

- Approx 1 week follow up with our nurse and wound care specialist.
- Approx 6 week follow up in clinic or by phone if you live at a considerable distance.
- Approx 6 month follow up either in clinic or by phone.

If you have any concerns, our door is always open and additional follow up appointments can be scheduled by contacting your patient coordinator or Bella Vou directly.

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Aftercare in the following days post-procedure

Do not be alarmed that you look very tight, pulled and swollen. To make this procedure possible under local anaesthetic fluid has been injected, which needs to be absorbed by the body. We advise you to allow 7-14 days for your recovery, on the basis that the swelling will start to diminish gradually. Your final result will look very different after the 'recovery' period.

DO NOT pull your ear forward to look at the scars. You will be tempted to do this but each time you pull on the ear in this way, you will be putting added tension on the scar line. Let your body heal.

You will look at your face more often than before and will notice lots of changes, these will settle over the following two to three months. We expect there to be bruising and swelling. The scars will be raised and red (which is normal), and scabs will form over the scars (under which new skin will grow, so be careful not to pick at them).

After 1 week, you will notice that the swelling has reduced but some areas may still be swollen. This again is normal. Your earlobes will be swollen and will look pulled, which will also settle down over the following few weeks.

In the first week following the procedure it is important to follow these simple steps:

- Sleep with your head elevated. This can be done by propping yourself up in bed with 2 pillows. This will allow any residual fluid to drain away and will ease the feeling of facial fullness. You do not need to sleep upright as this can cause a sore neck.
- Drink plenty of fluids and eat well the evening of your procedure. Do not be alarmed if you can only eat soft foods for the first few days.
- Avoid showering until the morning after your procedure. We then encourage you to shower and wash your hair as normal. Once you have done this, you can then gently blow dry your hair and the area around your ears with the hairdryer on a cool setting.
- Avoid putting any cosmetic products including cleaners and make up on or around the incisions. You can use moisturiser on the skin but avoid the scars.

- Do use a cool pack on the incisions as this will help reduce any residual fullness.
- You may require some painkillers in the first few days after the Concept™ Facelift. We will recommend a combination of the painkillers which you will receive upon discharge, ideally alternating doses throughout the day or taking as recommended by the nurse.
- Around 5% of patients do experience some ear pain, which usually settles within a week or two, but you will need to take painkillers regularly.
- You will have been provided with some protective pads which are to be placed on your pillowcase at night and will absorb any residual oozing.
- Some oozing is common in the first 24-48 post procedure and we provide you with some sterile gauze so that you can dab any droplets. Mild oozing is nothing to be worried about and is a normal part of the healing process.
- If you have had liposuction, please take the tape off after 24 hours post procedure. You need to start gently massaging the area with the palm of your hand. Please continue doing this a few times a day, for approximately 2-3 months after surgery. This will be explained in more detail on your 1 week follow up appointment with our nurse and wound care specialist.
- Asymmetry, lumps and bumps are all common throughout the healing process. You can use massaging techniques daily to help reduce these.

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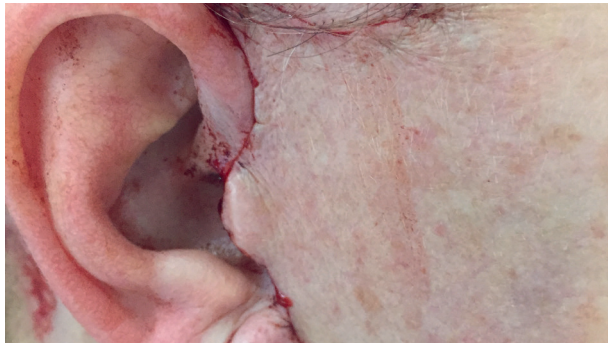
Aftercare in the following weeks post-procedure

DOs and DON'Ts:

- Do continue with painkillers if required.
- Do keep incisions clean and dry.
- Do resume normal activities however avoid vigorous exercise or heavy lifting for 2-4 weeks post procedure.
- Don't apply any makeup, moisturiser or oils to the incision line until advised by us (typically 2-3 after the procedure).
- Don't allow pets of any variety to share a bed with you and avoid allowing pets near your face for the first four weeks after your procedure. Allowing pets near your face has the potential to result in an infection. However being vigilant will help reduce this risk.
- Do be vigilant with hand hygiene.
- Do notify us immediately if you have any concerns or notice any increased redness, heat around the incision or if you have any discharge from around the ear. Our nurse will have advised on when you can start massaging the area around your ears and the best technique to use.

Procedure Information

Photographic examples



Incision straight after surgery



1 week after surgery



2 weeks after surgery



3 - 6 months after surgery



Patients may have some bruising after liposuction (please see picture), this is normal and can last up to 10-14 days.

Procedure Information

What to expect and FAQs

My ear is still numb and it has been a few weeks since the surgery?

The operated wound area will be swollen, raised, and occasionally bruised, with accompanying numbness. These effects are normal and will resolve over the coming weeks, although the numbness directly in front of the ear can last approximately 6 months.

My scar is red and raised. Is this normal?

The scars will remain red and raised for a period of time after surgery. These will eventually settle down but can be lumpy and raised for a couple of months following surgery. The scars will mature over 6 - 12 months and during this time will become red on exposure to sunlight. Therefore, it is advisable to use high protection cream on the area for 6 - 12 months following surgery.

How soon can I massage my scar?

We recommend the use of scar improvement oils such as Rose-oil. Your nurse or surgeon will advise when it is appropriate to start massage once the incision has healed fully.

When can I swim or have a bath?

Swimming and baths can be resumed after the wounds have completely healed, usually at 2-4 weeks after surgery

When can I dye my hair?

You can dye your hair once the wounds have completely healed, usually at 2-4 weeks after surgery

How often should I massage my chin and neck?

We recommend you massaging under the chin especially after liposuction, a few times a day for approximately 2-3 months after surgery. This will help to improve the end result

When can I start driving?

We recommend allowing at least 24 hours before driving or until you feel safe to perform an emergency stop. You should be able to move your neck from side to side and be safe in the car. You might find this difficult immediately after the surgery and for the next few days thereafter. Listen to your BODY. Please remember every patient's healing journey is different.

Some Final Bits...

What should I do if I have questions or concerns about my procedure post operative?

Should you have any concerns during the first days or weeks of your recovery, such as whether everything is settling properly, if you suspect an infection or your wound has opened up a little; please be assured that we are always on hand to support you, so please contact us directly. During clinic opening hours, please call the clinic on 01892 257 357. For out of hour emergencies, please call 07753 211 771. While it's tempting to look for health advice online to find an answer to a question or concern, your procedure, your surgeon and your body are completely unique so please speak to your patient coordinator who will arrange for a clinician to set your mind at ease. Typically there is nothing to worry about in most instances, our team of specialists nurses and surgeons are always on hand to assist and assure you.

Revision Policy

General Revisions

While our surgeons always strive to achieve the best possible results for each patient, complications can occur (while very rare) with any form of surgery. Our revision policy covers the patient for any complications incidental to our clinical care as well as any corrective revision surgery that may be required if the outcome we expected you to achieve wasn't at first realised. So whether you require further treatment as a result of an infection or wound problem or require an adjustment to achieve the expected result, Bella Vou include all of this care as part of our commitment to you.

Cosmetic Dissatisfaction

Sometimes an unrealistic expectation might be formed as to the extent of what the procedure would achieve. This tends to be very rare as our world-class surgeons work hard to understand that the desired outcome you seek prior to surgery is realistic with what is medically possible for skin quality, BMI and other underlying factors. During the consultation(s) prior to surgery, the surgeon and the patient will establish what would likely be achievable based on that patient's unique physiology and their individual needs and desires. This would be termed a 'desirable outcome', if that result has not been met, then we would correct that for the patient without further a fee.

Herewith a few examples to help you understand where we would offer revision surgery.

- A breast augmentation patient who underwent breast surgery now has irregularly shaped breasts or who's breasts are not symmetrical in appearance.
- A patient who underwent a tummy tuck and liposuction to the flanks, whereas one flank is nicely contoured, the other has a bulge.
- A facelift patient who develops a pixie-ear deformity in the months following surgery.

With all such examples, Bella Vou would revise these without costs.

Herewith a few examples to help you understand that would not be covered under our revision policy.

- A facelift patient declines a recommendation by the surgeon to have liposuction to the neck as part of a face and neck lift procedure to remove some excess volume and to give the best result. Post surgery, the patient complains that their neck is not as tight as they would have expected. Whilst we can address this concern for the patient, the patient did not take the recommendation of the surgeon previously and now wants the neck tightening further as the neck is still full in appearance or has lax skin. A charge would be incurred for this additional treatment.
- A breast patient is advised by her surgeon to have an uplift in addition to having breast implants to improve the shape and appearance of her breasts. The patient only wants further volume by having implants as her budget is tight. Whilst the patient is happy with the size of her breasts post surgery, she is not happy with the overall appearance as the nipple position is low with less volume in the upper part of her breasts. A charge would be incurred to separately uplift the patient's breasts.
- A tummy tuck patient undergoes a tummy tuck procedure and whilst initially delighted with the result, she then goes on to have further unexpected children or has significant weight gain. The patient is unhappy that her tummy has developed loose skin and is not as flat as it previously was. We can further improve this patient's appearance but this would incur a fee.

In Summary

It is important to bear in mind that our surgeons agree on a 'desirable outcome' with the patient prior to the patient agreeing to any treatment. If the patient is in any way unhappy with the 'desirable outcome' put forward by the surgeon, they are under no obligation to proceed with the surgery.

Please do not hesitate to contact us if you have any questions, queries or concerns.

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