



PATIENT INFORMATION

SCAR TISSUE MANAGEMENT



Introduction

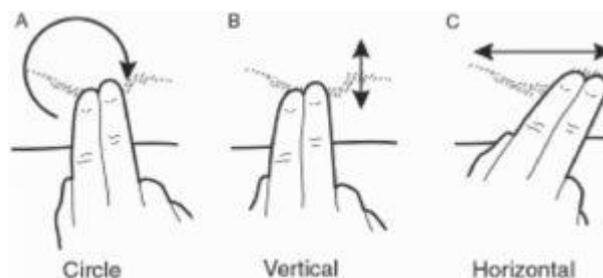
Scars are fibrous tissues that form on the skin after a wound, injury to the surface of the skin or as a result of surgical intervention.

A scar is part of the body's natural healing process. Initially scars may look flat and whitish in colour, but they can change and become hard, raised and thick. They may also stick to the underlying tissue. Scars can itch and be sensitive to touch. A scar can tighten up and if it is close to or runs across a joint, it can restrict movement which may reduce hand function.

Scar Tissue Massage Benefits and Techniques

The use of massage can help improve the appearance of the scars, help them to soften, flatten, increase their mobility and decrease their sensitivity.

- You can start massaging the scars gently once any stitches have been removed and any wound is fully closed.
- Use an un-perfumed moisturising cream or lotion.
- Aim to massage the scar and any tight areas close to the scar, starting with 2-3 minutes increasing to 5-10 minutes as directed by your therapist.
- Massage along the length of the scar in small circles using your thumb or 2 fingers. In a clockwise and anti-clockwise direction.
 1. Next massage horizontally across the scar in small movements
 2. Then, work in a random manner going across and in a diagonal manner across the length of the scar.



The massage needs to be deep and firm to the point where the skin blanches. It should be pain free, so gradually build up the pressure used.

It may take several months to achieve a flat, mobile and non-sensitive scar.

Silicone Gel

These can be applied as gel sheets or creams. Silicone gel can help flatten the scar and reduce redness. Your therapist will advise you on the use if appropriate.

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.