

Changing Faces is the UK's leading charity for everyone who has a visible difference - a scar, mark or condition on their face or body which affects their mental or emotional wellbeing.

Changing Faces want everyone across the UK with a visible difference or disfigurement to have access to the support they need.



## Wellbeing and Mental Health Support for people with a visible difference

### What is the Wellbeing Service?

We offer free emotional, social and counselling support for people in the UK who are affected by living with a scar, mark or condition on the face or body. Our wellbeing support can help you to build self-esteem, resilience, coping strategies and skills to give you the confidence to lead the life you want.

### What can the Wellbeing Service offer me?

#### Support & Information Line

Our confidential Support and Information Line is open 10am to 4pm Monday to Friday – contact us to find out more about all our services and how they could help you.

We offer information – we can explore the options with you from our range of Changing Faces wellbeing services and help you to decide what may be best for you.

We offer support calls – we can give you a one-off call to give you time to talk about how you are feeling about your visible difference and the impact this has on your life and your mental health.

#### Counselling and Support Sessions

Our team of trained wellbeing practitioners offer confidential, one-to-one emotional, social and counselling support sessions to help you cope with your appearance-related worries and concerns.

We offer up to 12 sessions, to give you a chance for in-depth reflection on the emotions, difficulties and challenges you might have around your visible difference.

*"I was able to talk openly about what happened and how my appearance makes me feel, which I hadn't been able to do before."*

Sessions are carried out over the phone or via video call, which means anyone from across the UK can access the service.

### How do I get support

📞 Call **0300 012 0275** 10am – 4pm, Monday to Friday

✉️ Email [support@changingfaces.org.uk](mailto:support@changingfaces.org.uk)

📄 Fill in our short webform at:



[www.changingfaces.org.uk/services-support/  
support-information-line/](http://www.changingfaces.org.uk/services-support/support-information-line/)

or scan the QR code with your phone camera

### Peer Support Programme

Our Peer Group Chat programme is an online support group for adults (18 years or over) who are affected by a visible difference.

It is a private and confidential space for you to share your experiences and both give and receive support. The whole group help each other to cope with things like confidence, self-esteem, anxiety, coping with negative reactions from others, social life and relationships.

*"We were a group of people from all different walks of life coming together to share our experiences, heal together and nurture ourselves back to being us. Each week, we would discuss a different topic, like how to manage negative thinking, or how to cope with other people's reactions"*

Group sessions take place over eight weeks and are facilitated by Changing Faces staff, either on Zoom or in our secure chatroom.

### Self-Help Guides

Our self-help guides talk about the experience of living with a visible difference and give techniques and tips on how to cope. The guides cover topics such as confidence and self-esteem, mental health and wellbeing, relationships, and social life, managing at work, and coping with people's reactions.

### Online Community Forum

The Online Community is a chat forum where you can connect with others, view their posts and ask questions of others living with a visible difference. You can give and receive support through sharing your experiences.

### Who we support?

We support anyone who is experiencing appearance-related distress due to a visible difference. The size, severity or visibility of the visible difference is not important, and it may be on your face or on your body.

Our support is not suitable for people experiencing complex mental health issues such as psychosis, severe trauma, addiction, body dysmorphic disorder, those in crisis, or at high risk of self-harm or suicidal behaviours.

**[www.changingfaces.org.uk](http://www.changingfaces.org.uk)**

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## Skin Camouflage support for people with a visible difference

### What is the Skin Camouflage Service?

We provide a Skin Camouflage Service because not everyone is comfortable with their visible difference. Our service offers you a choice over your appearance and a sense of control over how you want to look day to day. We know that this can build confidence and help you feel more empowered.

*"A wonderful service, which showed me how to conceal my scars. I came out feeling more confident than I have in years."*

We apply specialist creams and powders to reduce the appearance of your scar, mark or condition. These products can be used on all skin tones, all genders and children over the age of five.

We offer free, confidential appointments with trained skin camouflage practitioners across England and Scotland.

### What is skin camouflage?

Skin camouflage products are highly pigmented creams and powders that come in an array of colours for all skin tones. These provide colour matched, waterproof, long lasting coverage on the face or body. When applied over your scar, mark or skin condition, these products can be a great tool to reduce the appearance of these conditions.

### What happens in a face-to-face appointment?

In your hour long appointment, the practitioner will firstly ask how they can help you and listen to your needs. After this, they will show you the range of products and ask to look at your skin.

*"The lady was so kind and a great listener with a great sense of humour. She was so lovely and put me at ease straight away. I cannot wait to go out with my camouflage on. Massive thank you for all your advice."*

The practitioner will then carry out a colour match. This is when the camouflage creams are applied to your skin in small amounts to see which shades match your skin. When you have found a match that you're happy with, the practitioner will apply this cream and then add a powder.

*"What an amazing service, can't thank you enough, I felt comfortable and at ease from the minute I walked in until when I left. Couldn't be happier with the results of it and for the first time in years I'll be able to wear short sleeves - you're all amazing thank you!"*

During your appointment, the practitioner will demonstrate how to apply the creams and powders. This will give you the chance to learn to apply the products on your own face or body.

You'll be given a list of recommended products to either request a prescription from your GP or buy yourself.



Please see this video for more information (Scan the QR code with your phone camera).

### What happens in an online or phone appointment?

This is a 30-minute Teams call or a telephone call with an experienced practitioner to talk about your individual skin camouflage needs.

While it's not possible to receive a colour match online, there are other ways your practitioner will support you. You might want to know whether skin camouflage is for you, which application techniques might work best or how to make products last longer.

### Is skin camouflage suitable for me?

Skin camouflage products are suitable for all skin tones and a wide range of marks, scars or skin conditions, including vitiligo, healed scars, hyperpigmentation, birthmarks and healed burns, to name just a few.

Skin camouflage cannot be applied to infected, inflamed or broken skin. It also cannot level out raised scars, fill in indented scars or alter the skin's texture.

### How do I refer myself for an appointment?

Go to [www.changingfaces.org.uk/services-support/skin-camouflage-service/register-interest-skin-camouflage/](https://www.changingfaces.org.uk/services-support/skin-camouflage-service/register-interest-skin-camouflage/)



Scan the QR code with your phone camera.

If you're not sure if our service is suitable for you, then please do get in touch by emailing [skincam@changingfaces.org.uk](mailto:skincam@changingfaces.org.uk) or calling **0300 012 0276**.

If you are a **healthcare professional**, please visit our **dedicated page** to find out how to refer a patient.

## [www.changingfaces.org.uk](https://www.changingfaces.org.uk)

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