Scalp cooling
A caring, expert, impartial & practical guide

Cancer Hair Care Guide Booklets are provided by the hair loss charity Caring Hair registered charity number 1145258
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Introduction

A warm welcome from Cancer Hair Care
Every year our cancer charity services help to offer guidance and support to thousands of people before, during and after chemotherapy treatment. We do this by providing caring, impartial & expert guidance on the practical & emotional subject of hair loss and hair care concerns.

This guidance booklet has been developed to help you look at the specific subject of ‘scalp cooling’. We would like to thank the hundreds of patients, nurses and doctors who have shared their experiences, insight and tips with us so that we can bring this information to you.

We truly understand how important your hair care is at this sensitive time and hope that this guide is one way of helping you through treatment and into recovery.

Jasmin Julia Gupta – Founder Cancer Hair Care

“I am delighted to support this guide to ‘scalp cooling’ as I believe it provides patients with the expert, impartial & balanced guidance they need.”

Dr Nihal Shah - Consultant Clinical Oncologist - East and North Herts NHS Trust hospitals

“As a nurse I understand how difficult the choices can be for our patients. I fully support every patient’s right to choose how they manage their hair care and believe this guide offers our patients that extra bit of support”

Julie Johnson – Deputy Nursing Service Manager (oncology) - East and North Herts NHS Trust hospital
**When to use this guide & important information**

By now your nurse or doctor will have advised you that your chemotherapy treatment is likely to cause hair loss. As an option to try and prevent this they have suggested you may like to try scalp cooling.

Your nurse will need you to make a decision about whether or not you wish to go ahead with scalp cooling prior to your first appointment. This is because a decision to go ahead affects the time allocated to your specific chemotherapy treatment.

With this in mind ‘Chapter1’ will help in your initial decision making process. If you then decide to go ahead with scalp cooling the remaining chapters will provide you with guidance on coping with scalp cooling treatment and information for your hair care regime.

We know that you have a lot to think about before starting treatment so we have made a few pages at the back of this guide for you to make your own notes in. Alternatively why not use a highlighter pen to remind you of key points important to you.

**IMPORTANT:** Please read this booklet along-side the leaflets provided by the scalp cooling manufacturers ‘Paxman’. (Ask your nurse for a copy if not supplied). This guide is not designed to replace the advice provided by your medical team or Paxman. It is developed to try and run alongside it to enhance information and offer an impartial viewpoint. You should always consult with your doctor or medical team if you have any concerns or queries.

We value your feedback and would love to hear from you with any comments, good or bad, as it all helps us to improve guidance for other patients.
Chapter 1 Making a decision to try scalp cooling

What is scalp cooling?

Scalp cooling is one of those things that until you are faced with the possibility of losing your hair you probably won’t have heard much about. It’s a method of cooling the scalp which can be used with some (but not all) forms of chemotherapy to try and help reduce hair loss. You will also hear the term ‘cold cap’ used. This is often the name given to the ‘helmet’ hat that is worn throughout the scalp cooling process. This cold cap is placed onto your head over your hair roots. It is attached to a scalp cooling machine that pumps a liquid solution around the cold cap that will dramatically reduce the temperature at your hair roots. (Forster Suite - Stevenage manufacturer is Paxman).

To understand the scalp cooling concept it is a good idea to briefly explain the workings of the hair follicle. The root of every hair on our scalp (and body) grows from a hair follicle. Through tiny blood vessels the hair follicle provides the hair root with food and oxygen and processes any waste product. When chemotherapy drugs cause hair loss they do so because they temporarily disrupt this natural process. As a result the individual hair falls out. It is important to also know that this temporary disruption means that once treatment is complete the hair should start to regrow as normal.

The scalp cooling technique can help to reduce hair loss by shrinking the hair follicle, thus helping to prevent circulation of the chemotherapy drug to the hair follicle (root) and so the natural function can continue. When effective this helps to reduce hair loss.

The scalp cooling process does not guarantee that your hair will be saved but when it is successful it does mean that some
people notice very little hair loss at all, others have a fair amount of hair fall but can manage their style and therefore are able to keep their own hair throughout treatment.

**Is scalp cooling the right choice for me?**

By taking your time to read through the remaining pages in this chapter you should have a good understanding of both the practical and emotional implications of deciding if scalp cooling is the right choice for you.

**Are all patients offered scalp cooling?**

The short answer is no.

It is important to understand that scalp cooling is not compatible and therefore does not work for every type of chemotherapy drug. It is also not suitable for haematology patients. Your oncologist will have made a decision whether or not scalp cooling is appropriate for you and so advised your nursing team to offer you this choice.

At the Forster Suite scalp cooling is offered to every patient it is suitable for - all male and female patients who wish to try it. The team will do their very best to schedule your appointment time around the two available scalp cooling machines.

We understand that hair loss can be a very challenging part of chemotherapy and so the opportunity to try and prevent hair loss is a very important decision for you to make. As the scalp cooling process is not guaranteed to save your hair it’s important to weigh up the various factors involved. We have consulted with many patients who have gone ahead with the scalp cooling process to come up with some helpful and informative points for you to consider:

Patients experiences of scalp cooling vary. Some say it dramatically reduced hair loss to such a degree that there was
very little hair loss at all. For others unfortunately the cold cap wasn’t a success or having tried it they decided it wasn’t for them and didn’t continue. Our aim is not to discourage you but to be open about how the experience may be so that you can make an informed decision.

**In deciding whether or not scalp cooling is for you the following main topics are often a factor:**

**Time Factors:**

Having a scalp cooling treatment adds more time onto your total treatment time. This is because in order to make time to prepare your hair, fit the cap, allow the cooling system to do its job and have your chemotherapy treatment. For example if your chemotherapy treatment would normally take 2 hours then an additional 1 to 2 hours will most likely be needed to also complete the scalp cooling process. Making the total time needed between 3 to 4 hours. Times do vary – your nurse will be able to provide you with the estimated time for your particular chemotherapy drug.

On arrival at the Lister hospital you will be asked to prepare your hair with the items you have been asked to provide such as conditioner and water spray (chapter 2 will take you through this in detail). You will need to wear a cold cap for each and every chemotherapy treatment (where the treatment causes hair loss). For most people this is every treatment.

Another time consideration is the 24 hours after treatment this is because after your scalp cooling appointment your hair will be damp (with conditioner) and it is recommended you do not wash your hair for 24 hours after scalp cooling. This means that you will need to leave the hospital with damp hair. You can choose to wear a hat or scarf over your hair if you wish (especially recommended in cold weather).
Hair type and style:

The scalp cooling helmet (cold cap) needs to fit very firmly to your head to be successful and so if you are someone with a lot of hair or thick hair type you may need to consider having a change in style. This change in style is aimed at giving you the best possible chance of the cold cap sitting firmly in order to be as close to the hair follicles as possible. Pages 12-13 go into this in greater detail.

Eye lashes and brows

Does the scalp cooling prevent hair loss of eye lashes and eye brows?

Unfortunately not as the system is designed for the scalp only. Not everyone loses their lashes and brows. Take a look in our directory at the support services that offer you guidance and make-up sessions to help with this.

How the cold cap feels when on

It’s fair to say that most people will say the cold cap is uncomfortable. It fits very firmly on the head with a chin strap to ensure a tight fit. The coldness can cause a head-ache and nausea. Some people are able to cope with this and others try it and say it’s not for them.

Most people who stick with the cold cap say that after an initial time of around 10 to 15 minutes they have got used to the feeling and are then able to relax more and manage any discomfort. This is particularly important to bear in mind for your first session. It is only natural to be anxious about both your first chemotherapy and scalp cooling session. With this in mind
patients have given us some helpful tips for managing this – see page 22.

During treatment your nursing staff will do all they can to make you feel comfortable such as placing a gauze under your chin strap, giving you a blanket to help warm you up and lots of encouragement to continue.

Remember that there is nothing to stop you from trying the cold cap and stopping at any point you wish. Whilst your nurse will help to encourage you to stick with it they will of course remove it upon request. Do remember that a cold cap must be worn for the duration of every treatment.

**Taking short breaks - Toilet breaks**

For your comfort you will be able to take toilet breaks as the ‘Paxman’ system allows the cap to remain on your head but be temporarily disconnected for a short toilet break (this short break will not affect the scalp cooling process).

**Managing how you feel**

It is only natural and quite normal to feel anxious about hair loss. Many patients say that they feel embarrassed or vain as their concern around hair loss is just as important as their illness itself. At Cancer Hair Care we say to our patients ‘it’s not vanity its sanity’ – there is nothing wrong with caring about your appearance. Whilst you may not be able to imagine yourself without hair or how you will cope it is important to remember that you will find ways to cope and support is available. In fact many patients say that once they have decided on their hair care journey they feel empowered in their decision and better able to cope. Many patients also tell us that keeping on top of
their image or trying new things helped to give them confidence through treatment.

One option is scalp cooling as when successful it can save your hair and thus mean that you won’t have to deal with the emotional side of hair loss. Many patients tell us that this gave them privacy around their treatment and meant there was not a visible indication to others that they were undergoing cancer treatment. In turn this gave them confidence.

However when considering whether or not scalp cooling is something you want to try it is worth knowing that there are many helpful organisations that are dedicated to supporting you both practically and emotionally through changes with your hair care and hair loss. Whilst hair loss may seem a daunting prospect you will see that with some helpful advice you will discover that looking good is not something you have to give up on.

Some people find talking through hair loss with their friends and family helpful others find talking to someone removed from their peer group more supportive. It may be helpful to talk through how you feel with your nurse or one of the Cancer Hair Care team. Both are used to discussing hair loss concerns and will be happy to offer you support.

If you are concerned about talking with young children about hair loss Cancer Hair Care can provide fun knitted dollies that will help children to understand hair loss through play.
Being prepared for hair loss – incase scalp cooling doesn’t work for you

Unfortunately the cold cap treatment it is not guaranteed to work. Therefore it is a good idea to ensure that you have made a contingency plan for hair loss. If scalp cooling doesn’t work for you, or having tried it you decide it’s not for you, then having considered your options in advance you won’t be stuck with what to do. We recommend that you consider the following.

1. Ask your nurse for a wig referral to your local NHS wig supplier – go along and take a look. The supplier will make a note of the wig you have selected and will then be able to supply it quickly if needed.

2. Think about alternatives such as specialist head scarves, hats and other options for covering up. Why not come along to a Cancer Hair Care session to look at options?

Understanding after care
It is important to know that you will need to treat your hair very gently for the duration of your treatment and for a short time afterwards. This may mean a change in your regular hair care regime.

Making your decision
Now you have a better understanding of the practical, emotional and actual process of scalp cooling you may find it helpful to answer the questions over the page:
Making your decision - Is scalp cooling the right choice for me?

Scalp cooling - Helpful key questions for you to answer:

1. Am I prepared to allow the additional time needed for scalp cooling?
   Yes....  No....

2. Am I happy to have my hair un-styled for 24 hours after treatment?
   Yes....  No....

3. Do I feel able to endure any discomfort/coldness?
   Yes....  No....

4. Am I prepared to alter my current hair style if needed?

5. Having considered other options for dealing with hair loss do I feel that saving my hair is a priority for my personal confidence and daily quality of life?
   Yes....  No....

6. And finally - is scalp cooling the right choice for me?
   Yes....  No....

Don't Know - If you are still unsure then discuss this with your nurse, get in touch with Paxman or Cancer Hair Care.

Yes - If you have decided to give scalp cooling a try the remainder of this booklet will offer you guidance on preparing for scalp cooling treatment and hair care.

No - If you have decided that scalp cooling isn’t for may we suggest that you consider other options for covering up. Our directory will help signpost you to organisations that can support you.
Getting prepared for your first scalp cooling & chemotherapy treatment.

This section will help you to get prepared for your first experience of scalp cooling alongside your first chemotherapy treatment. It is only natural to feel anxious about your first treatment but we hope that, by sharing experiences from other patients and offering some hints and tips about what to expect, you will feel more prepared and better able to manage how you feel.

Your hair style
Many people ask if they need to change their current hair style in preparation for scalp cooling. This is entirely a personal choice. However because the cold cap needs to fit very snugly to your scalp you may find the guidelines below helpful:

**Hair thickness** - In our experience the ideal style would allow your hair to be combed flat when wet without any area bulging out that feels thicker than 1 cm in thickness diameter from the scalp. If the hair is 1 cm or more in thickness (not length) in any area then we recommend you consider a change in style such as a layered haircut to help reduce this bulk. Remember you want the cooling effect to reach the hair follicles – thick hair may prevent this being as effective as possible.

**Hair length** – It is our opinion that the ideal length of hair would be no longer than shoulder length. This is because the hair can become matted putting additional tension on the hair. Long lengths of hair will hang below the cap – this is normal and not a problem. It is the hair follicle (root) of the hair that needs to be protected. There is nothing to stop you from trying the process
with long hair but patient feedback tells us that longer lengths (shoulder and below) can be problematic.

**Chemical processes:**
In relation to **colour/perm/relaxing/chemical straightening** please see our guidelines on page 28 and the Paxman after care leaflet.

**An overview of your first scalp cooling treatment**
**The day of first treatment** (Forster Suite, Lister Hospital)

Patients have told us that it helps to reduce anxiety when they have a better understanding of what to expect in relation to scalp cooling. Below is an overview:

- You will be asked to arrive 20 minutes prior to your scheduled appointment time to allow enough time for you to prepare your hair.
- Let reception know you have arrived
- Ask at the nurses’ station (near weighing scales) if you should prepare your hair
- Prepare your hair (see guide - page 19)
- Once your hair is prepared please take a seat back in the waiting room
- A member of the team will call you into the treatment room
- A member of the team will try on different sized cold caps to ensure a good fit (after your first treatment they will continue to use this size unless a change is needed).
For your information there are 4 different sizes ranging from extra-small to extra-large.

- On selection and fitting of the suitable cold cap the scalp cooling machine will be started - approximately 30 minutes prior to your chemotherapy treatment.

- Once your pre-cooling time is complete your nurse will start your chemotherapy.

- Once your chemotherapy treatment is complete your cold cap will remain on for the recommended time.

- When the time is complete you can undo the chin strap but must wait for a further 10 minutes (approx.) until a team member is satisfied that your head is warm enough to take the cap off.

- Initial hair loss due to chemotherapy normally starts around 10 days to 14 days after your first treatment. With this in mind you won’t be able to tell if scalp cooling is successful until after this period. Hair loss can then continue throughout the duration of chemotherapy treatment. In order to prevent hair loss you must wear the cold cap during each and every treatment until the end of your chemotherapy cycle.
Ensuring a good cold cap fit
Your nursing assistant/nurse will do their very best to ensure the best possible fit of your cold cap. It is helpful for you to interact with the fitting:

Here are some tips:
The cold cap won’t necessarily feel very tight until your chin strap has been fastened. The chin strap can often feel uncomfortable at the beginning. It may be helpful for you to pull the chin strap down yourself and allow sometime to get used to the tight and pressurised feeling you may experience.

If you can slip your hand up the back of the cold cap it is too big – a smaller size is recommended.

See the next few pages for detailed information on how to prepare your hair.
Preparing your hair for scalp cooling – in detail:
At The Lister Hospital, Forster Suite you are kindly asked to supply your own items needed to prepare your hair for the cold cap treatment. Please bring your kit to each and every treatment. In Chapter 5 we have made some recommendations on where to buy your items from.

There is not a facility for you to wash your hair at the hospital and so it is recommended that you wash your hair prior to treatment. This does not necessarily need to be on the day of treatment. Our recommendation is to have clean hair that has been washed within any time 48 hours prior to treatment.

Your kit:
You will need to have the following to hand:
- Water spray
- Conditioner
- Wide tooth comb (and section clips if needed)
- A towel (can be provided for you if you don’t have one- please ask a member of staff).

Arrive 20 minutes prior to your appointment time
Please arrive 20 minutes prior to your chemotherapy appointment to allow sufficient time to prepare your hair for the cold cap treatment. On arrival at the unit please check with your nurse if you should go ahead and prepare your hair for your planned appointment time.

Please take your items to the washroom and prepare your hair - follow our step by step guide
Step 1
Damp down your hair - wet well throughout.

Step 2
Use sufficient conditioner to ensure good coverage.
Step 3

Apply the conditioner to all layers of your hair

Step 4

Combt conditioner through using a wide tooth comb. For now comb into your parting (nurse may change this).
Step 5

You are ready. Please go to the treatment room.

**Where to buy your kit:**
You can buy your kit items from any supplier you wish. The scalp cooling manufacturers (Paxman) recommend that you used a conditioner that is made from natural ingredients and is PH balanced.

Cancer Hair Care have put together ‘Scalp Cooling Kits' that are available for a donation of £7.00 to our charity ‘Caring Hair’. Your nurse can supply you with one upon request.

Alternatively you can buy all of the items needed from local stores and on-line. Of our directory will offer you some details of recommended brands and suppliers.
Top tips during treatment

Other patients have said that they found the following helpful:

- If you feel panicked by the coldness/ tightness of the cold cap try closing your eyes and taking a few deep breaths.
- Remember that after around 10 minutes you will start to get used to the feeling and the intensity will lessen.
- For added comfort ask to have gauze under your chin strap, by your ears, cheeks.
- Have a blanket handy to feel warmer.
- Drink a hot drink.
- Read a magazine or book for distraction.
- Do remember that the cold cap can be unclipped for a short time to go to the toilet or stretch your legs.
- The scalp cooling machine does sometimes flash and bleep – don’t panic or remove your cold cap simply alert your nurse.
- Remember your nursing team are here to support you. You are not bothering them by asking for their help so do call upon them – they care about you but won’t know if you need support unless you ask.
At the end of each treatment

Once treatment is complete take your time to gently remove the cold cap with the help of your nurse. Don’t rush to get up – take your time as you may feel a slight rush (dizziness) as the warm air starts to recirculate around your head.

As your hair will be damp you may like to cover up in a hat, cap or scarf – remember that it is recommended to not wash your hair for a further 24 hours after treatment. Our aftercare guide will offer you some tips on caring for your hair.

Please remember to take home your kit and bring it to your next appointment.
Chapter 3 Aftercare – Caring for your hair

Aftercare
It is recommended to be very gentle with your hair for the duration of treatment and until around 3-6 weeks after your last treatment or until your hair feels more stable.

We recommend that you read the ‘Paxman’ guide -‘Caring for your hair when receiving scalp cooling during chemotherapy’. Additionally you may find the tips below helpful:

For the immediate 24 hours after treatment
It is recommended to simply leave your hair to dry with the conditioner in for the immediate 24 hours after treatment. You can cover your hair in a hat or scarf if you wish – making sure that the hair doesn’t tangle.

You may find it easier to wear a cotton night hat in bed to stop your pillow case getting greasy. You may also find it beneficial to have a smooth pillowcase such as a silk or satin feeling fabric that won’t cause any additional pull on your hair.

However some people say that they feel leaving conditioner on makes their hair matt or start to dreadlock – especially those with longer hair types. It is a case of trial and error. If this hair matting occurs with your hair we suggest you very gently rinse the conditioner off with luke warm water. Make sure that you use a soft towel to very gently absorb water by softly patting the hair. Ensure that your hair is tangle free. Using a leave-in conditioner may be helpful. If you need to comb your hair be very gentle. Allow your hair to dry naturally if you can.

Once the 24 hours is complete you can gently shampoo and condition your hair if you wish.
**Washing and conditioning your hair**

It is best advised to try and limit the amount of times you wash your hair - ideally 2 times a week but this can be more if necessary.

**Below are some tips:**

- Use a shampoo and conditioner with natural ingredients that are PH balanced
- Do not use baby shampoo that is alkaline based
- Take time to wash your hair
- Use tepid (luke warm water)
- Do not pile your hair on-top of your head (like they do in shampoo adverts!) as this may matt the hair
- Do gently massage your hair roots and gently pat the remainder of your shampoo through the lengths of your hair – this should be enough to clean the hair lengths
- Do use conditioner to maintain moisture
- If trying to ease out tangles - be extra careful. If you need to use a comb ensure it is a good quality wide tooth comb. Comb the conditioner through your hair whilst supporting the roots by holding them whilst you comb the tips and length gently
- Gently pat dry your hair using a soft towel

**Note:** Some hair thinning is quite normal and to be expected by most people during this time – see Chapter 4 on ‘trouble shooting’ if you become concerned
Drying and styling your hair
It may be that you need to change your hair styling regime for a while to avoid unnecessary aggression on the hair.

Below are some tips:
  o Do not be afraid to gently touch your hair
  o If you can manage your style by letting your hair dry naturally – that is ideal
  o If you need to use a hairdryer then use a low heat setting and gentle speed
  o A diffuser attachment may be helpful as this helps to gently distribute airflow from a hairdryer
  o You can gently comb and brush your hair but avoid using harsh styling brushes that pull at your hair – be gentle
  o Soft brushes are ideal
  o Use gentle styling products with natural ingredients such as leave-in-conditioners and protection sprays that encourage good condition
  o Avoid using products that put additional pull on the hair such as thick, hard hold gel, strong mousse, wax or clay
  o You can use a soft hair band to gently tie hair up or back (avoid any unnecessary pull) a fabric covered scrunchy is ideal
- It is best to avoid platting, braiding, *hair extensions (clip or glue) and tight up-do's. (*under expert guidance only specialist hair pieces designed for hair loss may be appropriate)

- Avoid heated rollers, straightening irons

- Avoid any aggressive actions on your hair

**Hairdressing services**

You can visit a regular hairdresser. At this time we advise that you have hairdressing services that benefit the condition of your hair. Below are some tips:

- Many people find that their rate of hair growth becomes slower during treatment and so they don't need to have their hair cut as often as normal.

- If you wish to have a haircut it may be a good idea to advise your hairdresser about your circumstances in advance so that you do not have to discuss your personal treatment in a busy salon

- You may like to consider explaining to your hairdresser that they will need to be extra careful when handling your hair. Perhaps have a dry cut or ask if they will dry your hair very gently or allow your hair to dry naturally.

- Avoid permanent chemical services such as colour and perms

- If you do need some help with hair colours try temporary or natural base semi-permanent colours (see page 29)
If you are attending a special occasion such as a wedding seek advice on how you can enhance your hair style without using aggressive technique on your hair.

Your hairdresser is very welcome to contact the Caring Hair team at Cancer Hair Care. We talk to many hairdressers to help them support you at this time. You may find giving your hairdresser a copy of this guide helpful.

**Restrictions on colour/perm/relax/chemical straightening**

**During chemotherapy treatment**
You will be advised to not use any form of permanent hair colouring or chemical process on the hair. This is due to the following:

- Possible sensitivity to product
- Possible irritation to skin caused by products
- Weakening of hair
- Possible negative reaction to harsh chemicals

However prior to starting chemotherapy it is fair to say that it is your personal choice. The key thing is to ensure that your hair is in good condition. You may like to talk with your hairdresser to ask their opinion of the condition of your hair.

**In the 3 weeks prior to treatment our guidance is:**

- **Permanent /semi-permanent hair colours** – These are ok if done with care and minimal strain put onto the hair. Do have a skin sensitivity test prior to colour (ask hairdresser or for home colours see the pack information). Avoid henna as its thick consistency may put additional stress on the hair.
- **Bleach products** – Avoid due to the additional strain they put onto the hair shaft
- **Perms** – Avoid due to the additional strain they put onto the hair shaft
- **Eyelash and brow permanent/ semi-permanent colouring** – If done with care this should put minimal strain onto the hair so can be done. Do have a skin sensitivity test prior to colour (ask beautician or for home colours see pack information)
- **Permanent make up – tattoo’s** - Avoid due to possible skin infection/sensitivity
- **Relaxing/chemical straightening** - Avoid due to the additional strain it may put onto the hair shaft

**During treatment and for the 3-6 weeks after we recommend:**

Avoid all permanent chemical processes.

**If you need to disguise regrowth try the following temporary or semi-permanent options:**

- Coloured mousse
- Coloured mascara
- Coloured hair spray
- Vegetable based semi-permanent hair colour (a skin sensitivity test is recommended)

If using colour products do avoid any unnecessary strain on your hair.
Once all chemotherapy treatment is complete
It is best recommended to continue with your regime for a further 3-6 weeks after your last treatment or until you feel your hair has stabilised. This includes avoiding permanent chemical treatments such as colour and perms etc. Once this time is over you can return to your regular regime when you wish.

Areas of hair loss will generally start to grow back once treatment is complete. It may take a while for growth to appear but is normal that after around 3 months people start to notice improvements in growth and quality of their hair.

The next chapter will help you to deal with any hair care problems you may incur during treatment.
Chapter 4  Solutions to scalp cooling problems

Trouble shooting
Whilst the idea of the scalp cooling process is to minimalise hair loss it is fair to say that many, but not all, patients do experience some hair fall. With this in mind it is important to try and manage this. For some people this hair fall is on par with the normal shedding of hair they experience every day. For others they notice that their hair thins and reduces in total mass or that particular areas thin considerably revealing bare patches.

If this occurs you may start to ask yourself if you wish to continue with the scalp cooling process. Remember that you can get in touch with helpful organisations such as the manufacturer ‘Paxman’ for further advice. Below is a troubleshooting guide that may offer you some help and ideas if problems occur:

Hair thinning some general tips:

- Remember that many people continue with the scalp cooling process despite losing quite a lot of hair – you may need to adjust your style for a time to help disguise thinning areas

- Avoid wearing clothes that show lose hairs

- Wear a headscarf when cooking if you need to keep hair away from your from your face

- Ask your nurse/nursing assistant to check that your cold cap is as tight as possible. If you have lost hair and thus your hair has reduced in overall amount you may need a new cap size. If you can slip your hand up the back of the cold cap it is too large – you need a smaller fit
o Ask your nurse to place a thin strip of gauze over any bare patches

**Some tips for disguising areas of visible thinning/bare patch**

o Change parting

o Use a hair clip/grip that can easily be removed to clip hair over the thinning area (ensure it places gentle hold)

o Wear a hair band (fabric is ideal as plastic ones can put additional stress on the hair)

o Talk to a hairdresser about using styling products or a change is style to accommodate thinning

**Other problems you may encounter:**

**Hair tangling -matting, dry (brittle) texture**

o Use a thin conditioner during scalp cooling - a thick one may be clogging up your hair and causing it to matt

o If after treatment dreadlocking/ matting is occurring consider rinsing out the conditioner sooner than 24 hours after treatment

o Have any dry, split or brittle ends trimmed as these tend to rub together sticking like Velcro

o Use a leave-in-conditioner to help ease out tangles

o Use an intensive PH balanced conditioner with natural ingredients to boost moisture
See our guide on page 25 with tips on how to shampoo and condition your hair.

Managing hair loss on other areas of the head
Eye lashes and brows thinning/loss

The cold cap doesn't reduce hair loss from any part of the body other than the scalp. Therefore anywhere else that hair grows it may also fall out.

Many people will notice their eye lashes and brows thinning or falling out completely. Using false eye lashes or learning how to create false brows can be really helpful. Take a look in our directory for organisations who can offer guidance with make-up.

Eye brows, lashes and other areas of hair loss will generally start to grow back once treatment is complete. It may take a while for growth to appear but is normal that after around 3 months people start to notice improvements in growth.

Shall I continue with scalp cooling?

If you start to think that scalp cooling isn’t for you and decide to stop then it is likely that hair loss will be escalated after your next treatment.

There are plenty of ways to disguise hair loss and maintain your sense of style. Consider some of the other options for covering up such as hats, headscarves and wigs. Take a look at our directory for organisations who can offer you ideas on covering up.
This directory has been put together to help signpost you towards organisations, products and services that may be helpful to you during scalp cooling or for hair loss guidance. This directory is specifically aimed at people in the Hertfordshire and surrounding areas.

The directory covers the following areas of support:

- **Specific guidance on scalp cooling**
- **Make-up, hair loss and self-image support groups**
- **Where to buy PH balanced hair care products with natural ingredients and other recommended goods**
- **Head scarf suppliers**

Organisations are listed in alphabetical order.

### Specific guidance on scalp cooling

**Breast Cancer Care**
The well-known breast cancer charity has information and advice about scalp cooling as well as an online forum. Many women post comments and tips on the website about their personal experiences.

**Tel:** 0808 800 6000  
**Web:** http://share.breastcancercare.org.uk/forum/cold-cap-does-it-work  
**Organisation type:** Registered charity – breast cancer specialists
Cancer Hair Care
Is a charity who offer free hair care services and guidance to people before, during and after chemotherapy treatment. Regular services and clinics are held at the Lister Hospital and other venues in Hertfordshire offering guidance and support during scalp cooling and on all other hair care & hair loss matters. In-depth information about scalp cooling is available on the website and at face-to-face consultations.

Tel: 01438 311322  
Web: www.cancerhaircare.com  
Organisation type: Registered charity – cancer hair specialists

Macmillian
The well-known cancer support charity Macmillian have some direct advice and information about scalp cooling on their website. This includes information about what cancer types and drug types are compatible with scalp cooling.

Tel: 0808 808 00 00  
Web: http://www.macmillan.org.uk/Cancerinformation/Livingwithhandaftercancer/Symptomssideeffects/Hairloss/Scalpcooling  
Organisation type: Registered charity - cancer specialists

Paxman
Paxman are the manufacturers of the scalp cooling machines currently used at the Lister Hospital, Stevenage.

Tel: 01484 349 444  
Web: http://www.paxman-coolers.co.uk  
Organisation type: Business
Paxman also run an organisation called ‘Cool Head Warm Heart’. It is an organisation and website dedicated to raising awareness about scalp cooling. It also features campaigns for men with regard to scalp cooling.

**Web:** http://www.coolheadwarmheart.co.uk

### Make-up, hair loss and self-image support groups

#### Cancer Hair Care
Free pamper mornings and one to one sessions are available for hair cutting, make-up sessions (false lashes and other hair loss tips), advice and services for scalp cooling patients, hair loss workshops, head scarf sessions and lots of other helpful hair care services. Sessions are held weekly.

**Tel:** 01438 311322  
**Web:** www.cancerhaircare.com  
**Organisation type:** Registered charity – cancer hair specialists

#### Head Strong - Breast Cancer Care
Head Strong is a free service run by the charity Breast Cancer Care. There specially trained volunteers offer practical information and support around hair loss due to cancer treatment, on an individual appointment basis. Their helpful sessions offer an excellent opportunity for you to try on head scarves and have a one to one session to discuss your needs in relation to hair loss management.

**Tel:** 0808 800 6000  
**Web:** http://www.breastcancercare.org.uk/breast-cancer-services/talks-courses-local-support/hair-loss-advisory-service  
**Organisation type:** Registered charity – breast cancer specialists
Look Good Feel Better
Offer workshops all over the UK including Luton, Cambridge and London (nearest to Hertfordshire). As well as a lovely free goodie bag, you will receive tips on taking care of your hair, scalp, wig and get ideas on covering up.

Their website has some excellent ideas and a DVD can be ordered with helpful tips:

**Tel:** 01372 747 500  
**Web:** http://www.lookgoodfeelbetter.co.uk  
**Organisation type:** Registered charity – make-up specialists for cancer patient

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**Where to buy PH balanced hair care products with natural ingredients and other recommended goods:**

Please remember that it is entirely up to you what items you use and where you buy them from.

Cancer Hair Care
Via our social enterprise The Caring Hair Boutique we are delighted to provide you with a ‘scalp cooling kit’. The kits cost £7.00 and contain natural PH balanced conditioner, high quality wide tooth comb, water spray and section clips. We also have a supply of natural and organic PH balanced shampoo’s conditioners, styling products and soft pillow cases available. All profits go to charity. We will also happily recommend other brands and places to buy from.

**Tel:** 01438 311322  
**Web:** www.cancerhaircare.com  
**Organisation type:** Registered charity – cancer hair specialists and social enterprise The Caring Hair Boutique
Health shops selling natural hair care products
The shops below sell a variety of natural and organic hair care products including vegetable based hair colours.

Fairhaven (Letchworth)
Tel: 01462 675 300
Web: http://fairhaven.co.uk
Organisation type: Business

Health-emporium (Hitchin)
Tel: 01462 436881
Web: http://www.health-emporium.co.uk
Organisation type: Business

Natural Therapy Centre (Welwyn Garden City)
Tel: 01707 392 020
Web: http://www.naturaltherapycentre.co.uk
Organisation type: Business

Super Market
Waitrose (and other supermarkets)
We have selected Waitrose as it currently sells the largest range of natural and organic hair care products. Most super markets also sell water sprays and wide tooth combs. Look for the following natural shampoo and conditioner ranges:
Green People, Waitrose Organic, Weleda and Avalon Organics.

Tel: 0800 188 884
Web: http://www.ocado.com (Waitrose online shop)
Organisation type: Business

High-street chemists
Many high street chemists sell a good range of high quality wide tooth combs and water sprays. It can be a bit trickier to find
truly natural ingredients based hair care products. We advise that you look at the ingredients and back of pack to see if products are truly offering you a natural alternative or simply using clever marketing. Some recommended brands to look out for are: Green People, Boots - Naked range, Organic Surge, Burts Bees, Weleda and other natural based products.

**Head scarf suppliers - Local**

Kindly note that most of the links below are to companies who sell online or wish you to make an appointment to visit.

**Cancer Hair Care**

Via our social enterprise The Caring Hair Boutique we have a supply of beautiful low cost and free head scarves available. All profits go to charity. You can come along, enjoy a cup of tea and try on different scarves. We will also happily recommend other suppliers and places to buy from. We hold a small stock of other supplier samples to show you.

**Tel:** 01438 311322  
**Web:** www.cancerhaircare.com  
**Organisation type:** Registered charity – cancer hair specialists and social enterprise The Caring Hair Boutique

**Hair to Ware (also NHS wig supplier – Hertfordshire)**  
**Tel:** 01920 460099  
**Web:** Address as website not currently available 65 High Street, WARE, SG12 9AD  
**Organisation type:** Business
Head scarf suppliers - Non local online and phone order

Bonnyton Hats
Tel: 01464 851 012
Web: http://www.bonnytonhats.co.uk
Organisation type: Business

Necessity Head Wear (wigs (NHS supplier and scarves)
Tel: 01920 460099
Web: http://www.necessityheadwear.com
Organisation type: Business

R and R Confidence
Tel: 01788 812 713
Web: http://www.randrconfidence.co.uk
Organisation type: Business

For more head scarf suppliers visit www.cancerhaircare.com

We value your feedback

We would love to hear from you if you have any comments, recommendations or tips for others. Please get in touch with the Caring Hair team at Cancer Hair Care.

Tel: 01438 311322
Email: Jasmin@cancerhaircare.com
Web: www.cancerhaircare.com
About this publication
This booklet was first published in February 2012 this is version 1.

Sources
The information in this booklet has been compiled using information from a number of reliable sources including:

- Developed with and reviewed by the Lister Hospital Stevenage NHS Oncology department - East and North Herts NHS Trust hospitals
- From 2007 to 2011 Cancer Hair Care has held consultations with over 500 patients. These patients were mainly based in the South East of England. The patients used a variety of scalp cooling techniques and varying machines from various manufacturers.
- From 2007 to 2011 Cancer Hair Care has talked to NHS doctors, nurses and cancer charities to seek insight and information sharing
- We have cross checked information to ensure guidance is not conflicting from a number of publications including:
  - Macmillian - online references including: http://www.macmillan.org.uk 2010 and 2011 sections on scalp cooling
  - Breast Cancer Care and Hair Loss - Ibsn 1 870577 24 8
  - Paxman - ‘How scalp cooling could save your hair during chemotherapy’ and ‘Caring for your hair when receiving scalp cooling during chemotherapy’

Disclaimer
This guide is not designed to replace the advice provided by your medical team or Paxman. It is developed to try and run alongside it to enhance information and offer an impartial viewpoint. You should always consult with your doctor or medical team if you have any concerns or queries.

We make every effort to ensure that the information in this booklet is accurate but it should not be relied upon as the only source of information on this topic. Cancer Hair Care (registered charity Caring Hair) cannot accept liability for any loss or damage resulting from any inaccuracy or action taken in regards to information in this booklet or any third party information such as websites or organisations to which we link. Photography may include patients or models.

Thanks
This booklet has been written by Cancer Hair Care the specialist charity service provided by Caring Hair and reviewed by the Lister Hospital NHS Oncology department. With special thanks to Jasmin Julia Gupta - Trustee Caring Hair, Dr Nihal Shah, Oncology Nurse’s - Julie Johnson & Mark Jones, The Lister Hospital Forster suite nursing staff, Michelle Gupta for spell checking and last but not least the hundreds of patients who have shared their insights and experiences.
Notes...
Cancer Hair Care are here to help:
Every year our cancer charity services help to offer guidance and support to thousands of people before, during and after chemotherapy treatment. We do this by providing caring, impartial & expert guidance on the practical & emotional subject of hair loss and hair care concerns.

This guide booklet has been developed to help you look at the subject of ‘scalp cooling’. We would like to thank the hundreds of patients, nurses and doctors who have shared their experiences, insight and tips with us so that we can bring this information to you.

For further copies of this booklet or for advice and support on all aspects of hair care during cancer treatment please get in touch:

Cancer Hair Care
Tel: 01438 311322
Web: www.cancerhaircare.com
Email: Jasmin@cancerhaircare.com

Cancer Hair Care is run by the registered charity Caring Hair
A beautiful charity to help with hair loss and care
Registered charity number 1145258

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