

MoliCare® Skin

Frequently Ask Question Sheet

1. What MoliCare® Skin products are available in the UK and Ireland?

MoliCare® Skin CLEAN

Care bath	995 015	500 ml	12
Wash lotion	995 014	500 ml	12
	995 040	250 ml	20
Shampoo	995 017	500 ml	12
Impregnated wash gloves	995 056	8 pieces	24
Moist skin care tissues	995 038	50 pieces	12
Cleansing foam	995 016	400 ml	12

MoliCare® Skin PROTECT

Barrier cream	995 026	200 ml	12
Zinc oxide cream	995 022	200 ml	12
Protection foam GB/ES/GR/PT	995 024	100 ml	12

MoliCare® Skin CARE

Body lotion	995 019	500 ml	12
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Ingredients

2. Do MoliCare® products contain ingredients of animal origin?

No. (with the exception of *beeswax* which is only found in the Body Lotion and Zinc Oxide cream).

3. What is the Nutriskin Protection Complex?

A unique combination of high-quality natural ingredients which protects and supports the functionality of the skin's barrier. These key ingredients are linseed oil, amino acids, almond oil and creatine which are chosen specifically for mature skin. The Nutriskin Protection Complex supports the skin in 4 ways;

- Strengthening the acid protection mantle
- Replenishing moisturising substances
- Supporting the skin's own lipid production

- Speeding up the skin's reproduction

4. **Which MoliCare® Skin products contain the NutriSkin Protection Complex?**

The 4 products are Barrier Cream, Protection Foam, Zinc oxide Cream, Body Lotion.

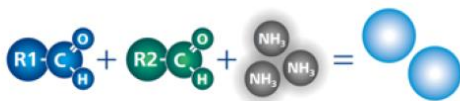
5. **The NutriSkin Protection Complex contains Almond Oil. Does this not have to be highlighted as an allergen?**

No. Under current EU legislation it is not a requirement to highlight it on the label as an Allergen. However, it can easily be identified in the ingredients (Prunus Amygdalus Dulcis). It is also important to note that the amount used is extremely low and so risk of reaction via topical products is small.

6. **How does the odour neutraliser work?**

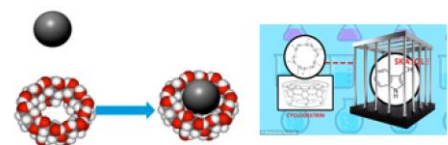
The odour neutraliser contains two compounds which react when ammonium is present. The effect is irreversible, hence removing the odour rather than trapping the smell which happens in other conventional products.

MoliCare® Skin



Due to the chemical reaction the smell will be fully neutralized!

Competitor products



Smell is locked-in/captured by Cyclodextrin!

7. **Is Zinc Oxide a good ingredient for skin protection products?**

Zinc Oxide can coat the skin to protect against aggressive substances in stool but is also known for its anti-inflammatory properties.

MoliCare® Skin Zinc Oxide Cream contains 20% zinc oxide. It also contains the NutriSkin Protection Complex which has been developed for the needs of demanding skin. It helps to retain the acid mantle and supports the replenishment of moisturising substances and development of new cells and protects the skin against harmful substances.

8. **Are MoliCare® Skin products a W/O Emulsion, O/W Emulsion, W/O/W Emulsion and what is the difference?**

Molicare® Skin creams are either a W/O (water-in-oil) or a W/O/W (water-in-oil-in-water) Emulsion.

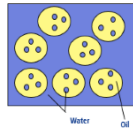
O/W (oil-in-water) Emulsion, used in many competitors' products, is not recommended for dry skin because it contains a higher percentage of water than oil/fat

W/O Emulsion – MoliCare® Skin Zinc Oxide Cream and Body Lotion



- Recommended for dry, very dry skin and mature skin
- Rich nourishing effect (dry skin receives oil supply)
- Not too easy to disseminate
- Soaks in a little slower than a O/W emulsion cream

W/O/W Emulsion – MoliCare® Skin Barrier Cream



Combined advantages of O/W and W/O emulsion

- Combination of good dissemination effect of O/W emulsion with nourishing effect of W/O emulsion

There are 3 phases

- Water phase with intensive moisturising effect
- Oil phase – long-term moisturising supply/formation of protective layer
- Water phase – long-term delivery of active ingredients.

9. MoliCare® Skin Impregnated Wash Gloves: how long can they be used for after opening?

MoliCare® Skin Impregnated Wash Gloves should be used straight after opening. There are 8 gloves per pack which are to be used for the whole body and for single use.

Product Application

10. Can MoliCare® Skin products be used on open wounds or highly irritated skin?

No. It is important to remember that all MoliCare® Skin products must only be used on intact skin. If skin is slightly irritated but still intact, MoliCare® Skin products may be used but closely monitored. The appropriate HARTMANN wound care product should be used on wounds and highly irritated skin.

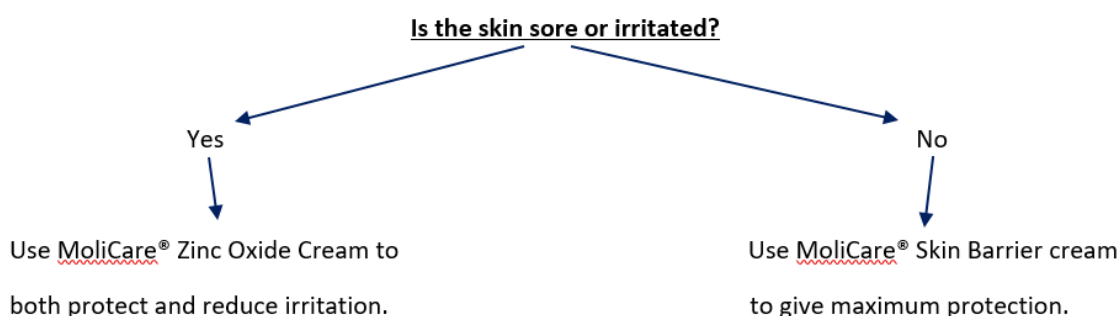


11. What is the difference between MoliCare® Skin Zinc Oxide Cream and MoliCare® Skin Barrier Cream

MoliCare® Skin Zinc Oxide Cream contains 20% Zinc Oxide and leaves a white layer on the skin. Zinc Oxide is known for its anti-inflammatory properties.

MoliCare® Skin Barrier Cream is Zinc-Oxide free and leaves a transparent layer on the skin so condition of the skin is easily visible.

12. Which product should I use? MoliCare® Skin Barrier Cream or MoliCare® Skin Zinc Oxide Cream?



13. Which product should I use? The MoliCare® Skin Barrier Cream or the MoliCare® Protection Foam?

The barrier cream can be used in the same way as the foam and with the same effect. The difference lies in how it is applied. Both leave a transparent protective layer on the skin however; the barrier foam can be applied more thinly and therefore personal preference is considered.

14. How much of MoliCare® Skin products should I apply?

Product	Volume	Application size*	Number of applications
CLEAN			
Washlotion	500ml / 250ml	2-3 pumps	220 x/110 x
Shampoo	500ml	2-3 pumps	150 x
Care bath	500ml	0,5 - 1 cap	170 x
Cleansing foam	400ml	walnut-size	400 x
CARE			
Body lotion	500ml / 250ml	2-3 pumps	350 x/175 x
PROTECT			
Barrier cream	200ml	pea-size	170 x
Protection foam	100ml	walnut-size	140-160 x
Zinc oxide cream	200ml	pea-size	150 x

15. How often should I apply MoliCare® Skin Barrier Cream and MoliCare® Zinc Oxide Cream?

MoliCare® Skin Barrier Cream and MoliCare® Zinc Oxide Cream should be applied after every skin cleanse. The protection lasts from the moment of application until the skin is cleansed.

With every change of absorbent product, it is recommended to clean the skin and re-apply the skin protection cream

16. What is the difference between the Moist Skin Care Tissue and Wash Gloves?

Both have a different intended purpose.

Wash Gloves are a convenient, water-free and gentle all-over body cleansing glove suitable for washing the whole-body including neck, arms, legs, perineal area, back, abdomen. They can be used cool or warmed by heating in a microwave once.

Care Tissues are suitable for cleansing intimate area. They are also a water-free cleansing product but do not replace a bath or shower.

Shelf Life

17. How do I know the shelf life of MoliCare® Skin products?

The European Cosmetics Directive states that cosmetic products must have a shelf life of at least 30 months. Also required is a PAO (Period after opening) which is the period following the first time the product seal is broken. MoliCare® Skin products contain the POA on the packaging as well as the batch number which can be interpreted as follows;

1st digit = year of manufacture

2nd & 3rd digits = calendar week of manufacture i.e 01 = 1st week of the year

Remaining digits = internal code

	Content	Carton	Period after Opening	Minimum Shelf life
MoliCare Skin Wash Lotion	500 ml	12	6 months	30 months
MoliCare Skin Care Bath	500 ml	12	6 months	30 months
MoliCare Skin Cleansing Foam	400 ml	12	12 months	30 months
MoliCare Skin Shampoo	500 ml	12	3 months	30 months
MoliCare Skin Moist Skin Care Tissue	50 Pc	12	expiry date	24 months
MoliCare Skin Wash Lotion	250 ml	20	6 months	30 months
MoliCare Skin Wash Gloves	8 Pcs	24	expiry date	24 months
MoliCare Skin Body Lotion	250 ml	20	6 months	30 months
MoliCare Skin Protection Foam	100 ml	12	12 months	30 months
MoliCare Skin Barrier Cream	200 ml	12	6 months	30 months
MoliCare Skin Zinc oxide Cream	200 ml	12	6 months	30 months

Storage and Disposal

18. How should MoliCare® Skin aerosols be stored? (MoliCare® Skin Cleansing Foam and MoliCare® Skin Protection Foam)

Safety warnings displayed on the product must be respected. Do not store above 50 degrees Celsius or in direct sunlight. All MoliCare® Skin aerosols are produced according to Pharma GMP and comply with EU cosmetics regulation and aerosol regulations.

19. MoliCare® Skin Wash Gloves: how long can they be used for after opening?

They should be used directly after opening. There are 8 wash gloves in a packet designed to wash the whole body and for single person use.

20. Can MoliCare® Skin Moist Tissues be flushed down the toilet?

NO. They should never be flushed down the toilet. This is clearly illustrated on the packaging with the following symbols:



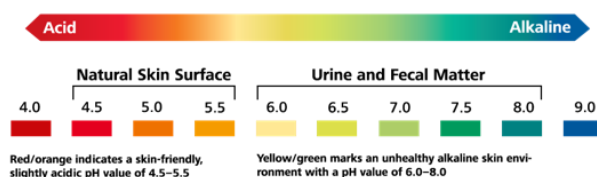
MoliCare® Skin Tissues are not biodegradable or recyclable and must be disposed of in line with local disposal policy and guidelines.

Skin Friendly and pH Skin Neutral

21. What does the term pH Skin Neutral mean and is it the same as Skin Friendly?

The term Skin Friendly refers to products that do not tend to disrupt the natural environment of the skin, whereas pH skin neutral is referring to the measurement of the skin's pH level. Although the term 'pH neutral' is classed as 7, we class pH skin neutral as between 4.5 and 5.5.

The pH value (shown in the pH colour scale below) is the measure of whether a liquid is acidic (left) or alkaline (right). A pH value of 7 is classed as neutral, however, in regards to the skin's natural surface, it should be acidic and range between pH 4.5 - 5.5. This is known as the acid mantle and a pH range of 4.5 to 5.5 is classed as pH skin neutral.



22. What is the Acid Mantle and why is it important?

The Acid Mantle is there to defend against harmful microorganisms and environmental influences, by protecting the skin from infections, irritation, allergies and dehydration. External influences can change the environment of the skin and therefore alter the natural pH of the skin. For example, urine, which is alkaline, can break down the acid mantle, allowing the entrance of bacteria which can result in irritation to the skin.

23. Can washing with soap and water damage the acid mantle of the skin?

Normal soap can destroy the protective acid mantle. Also, pH neutral cleansing products with a pH of 7 could also damage the skin's acid mantle as the pH is significantly different than that of the skin's pH 5.5.

Combining Molicare® absorbent pads with pH 5.5 Molicare® Skin care products will support natural function of the skin and reduce the risk of incontinence associated dermatitis.

24. What is Skintegrity?

The MoliCare® Skin range perfectly complements the absorbent MoliCare® product range providing a complete **cleanse, protect and care solution** for compromised and mature skin.



Skin Cleansing and Care

25. Is it true that skin can dry out due to frequent cleansing?

People who suffer from urinary and/or fecal incontinence require frequent washing and cleansing. Using plain water only to cleanse will remove natural epidermal lipids from the skin. Consequently, the skin becomes dry and loses its protective function. Standard cleansers if not rinsed off the skin can also magnify this effect.

Using cleansers which match the pH of the skin help protecting /avoid damaging the acid mantle and improve skin health.

26. What would a perfect skin care regime be, giving special consideration to dermatological needs?

A 3-step approach to the daily skin regimen helps care for skin which is put under stress due to incontinence.

Step 1 – Clean



Cleansing with mild skin-friendly products. They will clean and protect the skin using moisturising products with lipid-replenishing substances.

Step 2 – Protect



Protect skin by using skin protectants which boost the skin's natural barrier efficacy.

Step 3 – Care



Caring for skin with a Water-in-Oil emulsion which provides the skin with lipids and moisture and reduces the loss of epidermal fluid.

27. What should we be especially aware of in terms of skin problems with people who are incontinent?

A good regular care regime is essential for people prone to stressed skin due to incontinence. Special attention should be given to preserving the skin's natural acid mantle and to avoid washing off epidermal lipids. Care regime with moisturising products is essential as mature skin dries out more quickly.

28. Are baby care products suitable for mature skin?

No. Baby skin has enough energy, protective function and regenerates quickly whereas, mature or demanding skin can no longer protect itself and needs the assistance of cosmetic products to supply energy and the nutrients it lacks

29. Are MoliCare® Skin products suitable for children and babies?

No. Molicare® Skin products have been especially developed for mature skin which has completely different needs compared to baby skin. It is much too rich and would over-supply children's skin. Furthermore, Molicare® Skin products have not been tested on baby skin so we cannot be recommended for babies and children.