

Inspection Summary Report

Setting name: Wales Laser Clinic

Inspection date: 25 April 2022

Publication date: 26 July 2022



This summary document provides an overview of the outcome of the inspection



Overall, we found that the Wales Laser Clinic was committed to providing a positive service to its patients.

The environment was visibly clean and tidy and we found processes in place to ensure the privacy and dignity of patients.

We found some evidence where the service could further improve to ensure they were fully compliant with all standards and regulations.

Note the inspection findings relate to the point in time that the inspection was undertaken.



What we did

Full details on how we inspect the NHS and regulate independent healthcare providers in Wales can be found on our [website](#).

Healthcare Inspectorate Wales (HIW) completed an unannounced inspection at Wales Laser Clinic on 25 April 2022.

Our team, for the inspection comprised of one HIW inspector.

This summary version of the report is designed for members of the public.

A full report, which is designed for the setting, and describes all findings relating to the provision of high quality, safe and reliable care that is centred on individual patients can be found on our [website](#).



Quality of Patient Experience



Overall Summary

- The registered manager told us that they worked on their own at the clinic and that the main door was locked when the clinic was open to patients
- We found that patients were very happy with the service provided by the clinic and the registered manager was committed to providing a positive experience for patients
- Patients were provided with sufficient information, pre and post treatment, to help them make an informed decision about their treatment
- Suitable arrangements were in place to protect the privacy and dignity of patients during consultation and treatments. However, the clinic must implement policies for lone-working and equality and diversity.

What we found this service did well

- All patient questionnaire responses, across all areas, indicated a positive patient experience about this setting

Where the service could improve

- Writing policies for lone-working and equality and diversity
- Providing patients with the results of all feedback requested.

Patients told us:

Before our inspection we invited the practice to hand out HIW questionnaires to patients to obtain their views on the service provided at the practice. In total, we received 22 completed questionnaires. All responses across all areas indicated a positive patient experience amongst those who completed questionnaires about this setting. Patients were asked in the questionnaire to rate their overall experience of the service. All 22 respondents to the questionnaire rated the service as 'very good'.

“Just amazing people and highly recommended.”

“Amazing service, friendly and made me feel comfortable.”

“Really happy with the brilliant service.”

“Excellent, setting always clean, extremely informative service, very helpful, nothing is too much trouble.”

Delivery of Safe and Effective Care



Overall Summary

- We were assured that patients were receiving focussed individualised care that had been documented in accurate and comprehensive patient records
- We found the clinic to be well run and meeting the relevant regulations to ensure the health, safety and welfare of staff and patients.
- Systems were in place to ensure patients were being treated as safely as possible
- The laser machines were maintained in accordance with the manufacturer's guidelines, and the registered manager had up to date training on the use of the machines
- The treatment room was well equipped and visibly very clean and tidy

What we found this service did well

- The patient records provided good information about the patient and their treatment.

Where the service could improve

- Ensuring that the relevant five yearly wiring checks are completed in a timely manner
- Re-writing the safeguarding policy to reflect local actions and requirements.

Quality of Management and Leadership



Overall Summary

- The registered manager had the appropriate training and relevant knowledge to deliver safe treatment to patients and demonstrated a commitment to providing a good service
- The complaints procedure in place at the clinic would enable patient complaints to be handled effectively and in a timely manner
- The clinic had a range of policies and procedures some of which needed to be updated and include appropriate version control.

What we found this service did well

- The clinic is looking to employ an additional clinical nurse in the next year and also to employ one non-clinical staff member to help with marketing and project managing
- The clinic has acquired additional laser equipment to be able to provide additional treatments and are in the process of registering and training for these laser machines.

Where the service could improve

- Keeping all policies and procedures up to date.

Next steps

Where we have identified improvements and immediate concerns during our inspection which require the service to take action, these are detailed in the appendices of the full inspection report.

When we identify concerns that pose an immediate risk to patient safety we ask the health board to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the independent healthcare provider to protect patient safety and approved by us. We also provide a detailed table of improvements identified during the inspection where we require the service to tell us about the actions they are taking to address these areas and improve the quality and safety of healthcare services. In addition, we outline concerns raised and acknowledge those resolved during the inspection.

At the appropriate time HIW asks the independent healthcare provider to confirm action has been taken in line with management responses documented in the improvement plan. We also ask the independent healthcare provider to provide documented evidence of action taken and/or progress made.

