

Claire Price
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29th July 2014

Dear Claire Price,

Re: Healthcare Inspectorate Wales unannounced visit to Claire Price Beauty Clinic on the 27th June 2014 and an announced visit on 12th August 2014

As you are aware Healthcare Inspectorate Wales (HIW) undertook an unannounced visit to Claire Price Beauty Clinic on the 27th June 2014 and an announced visit on 12th August 2014.

Background

Claire Price Beauty Clinic was first registered in March 2005 and is registered to provide a range of treatments using Intense Pulsed Light (IPL) technology. The inspection visit focused upon the analysis of a range of documentation, discussion with the registered provider, examination of patient records and a tour of the premises.

A Statement of Purpose and Patient Guide was in place but both required updating with the current address for HIW. A range of policies and procedures were available with the date of formulation and anticipated review. However, there was no record of staff signing to state that they had read and understood the various policies and procedures.

Comprehensive patient records which included a medical questionnaire and consent to treatment form were in place. However, it was noted that individual patient documentation required updating with regard to medical history and consent at each treatment; this was discussed at the time of the inspection.

Prior to any treatment, patients were routinely given a 'patch test' to ensure that their skin was suitable for treatment.

Patient satisfaction questionnaires were available for completion, and patients were encouraged to comment on the clinic website. The analysis of comments was also made available for review on the website. Patient feedback indicated that people were very pleased with the service they received and there had been no complaints over the previous two years.

The reviewers were informed that mandatory training in fire, data protection, health and safety, and infection control take place at monthly update meetings but there were no records of these meetings. The Registered Manager was advised that a record of training should be recorded and kept. Protection of Vulnerable Adult (POVA) training had not taken place for more than five years. Housekeeping schedules were in place, but had not been completed for the past six months.

Staff files were reviewed and found to be missing photographs and Criminal Records Bureau/Disclosure Barring Service (CRB/DBS) were not up-to-date. Additionally, there were no records of appraisals having been undertaken since February 2013.

Premises, Environment and Facilities

The premises were clean and well decorated, with the dedicated IPL treatment room located at the front of the first floor of the building. The registered IPL machine was a Depilite Yperion machine, which was of French manufacture. It had been previously maintained by a UK franchise, but they had now ceased trading. The last recorded service record was in February 2013, and since that time it appears that the only redress for maintenance was to return the machine to France, at some considerable cost. There was also some uncertainty over the frequency of maintenance required, and it is suggested that the retained Laser Protection Adviser (LPA) be consulted on this matter. Medical Protocols and Local Rules for the IPL machine were in place, and these were last revised in 2009.

A Laser Protection Supervisor had been appointed for the contract period 1st April 2014 to 31st March 2015, and the LPA had last visited the site on 17th January 2014, and prepared a report. The Laser Protection Supervisor had received update training on in March 2104, and the LPA had agreed to cascading training updates to staff, provided this information was formally recorded. This was still outstanding. Furthermore, there were four additional users of the IPL, in addition to the Laser Protection Supervisor, that required this training.

Suitable warning signage was displayed on the outside of the treatment room door, and protective eyewear was provided in accordance with the Local Rules. The machine was card operated, and the card was retained within a locked tin.

There was a Fire Risk Assessment in place, which had been reviewed in June 2104. There was a Grade D mains linked smoke detection system present in the circulation areas, with integral battery standby supply. These were tested each week. The

emergency lighting installation had last been service/tested on 18th June 2014, and the clinic was awaiting the certificate for this inspection.

The electrical wiring installation and the gas installations had recently been re-tested, and the certificates were awaited. Fire extinguishers were serviced in December 2103. A current certificate of Public Liability Insurance was displayed in the main reception area.

Risk Assessments for Activities and Equipment

The visit highlighted the following noteworthy areas:

- Care is person centred, privacy, dignity and individuality are considered

Concerns:

- There was no recorded systems for mandatory education including fire, data management, POVA, health and safety and infection control
- There was no documented clinical audit cycle
- There were no risk management assessments

Verbal feedback was given throughout and at the end of the visit.

New requirements from this inspection:

Action Required	Regulation Number
Staff need to sign to confirm that they will abide by policies	Regulation 9 (1) (3) (4)
Housekeeping schedules had not been completed	Regulation 9(1)(c)(d)(e)(k)(n)
A risk management policy and system was not evidenced	Regulation 9. (1) (e) (k)
Mandatory training was found to be out of date and incomplete and there were no clear records of training delivered	Regulation 20(1)(a)(b) + 20 (2) (a) (b)
Statement of Purpose requires reviewing and	Regulation 8

Action Required	Regulation Number
updating	
Review Patient Guide	Regulation 7
Training for Protection of Vulnerable Adults was needed	Regulation 16 (1) (3)a
Records for patients need up to date medical history and consent at each treatment	Regulation 23 (1) (a) (1)(2) (3) (a)
Staff files need photographs and in date CRB. Staff appraisals should be undertake	Regulation 20 (1) (a) Regulation 21 (2) (d)
Ascertain servicing frequencies for IPL machine	Regulation 45(1)
Formally record cascade training to staff, in accordance with LPA report	Regulation 45(3)
Forward copy of the last inspection of the emergency lighting inspection	Regulation 26(4)(b)
Forward a copy of the last I section report for the mains wiring installation	Regulation 26(2)(a)
Forward a copy of the last gas safety inspection report	Regulation 26(2)(a)
Prepare an action point programme to attend to outstanding point raised in the above three reports	Regulation 26(2)(a)

HIW would like to thank staff members for their time and co-operation during the visit.

Please do not hesitate to contact me should you wish to discuss the content of this letter.

Yours sincerely



Phil Price
Inspection Manager

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GWELLIANT
TRWY
AROLYGU ANNIBYNNOL
A GWRTHRYCHOL

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