



# Independent Healthcare Inspection (Announced)

Sultans Hair & Beauty Salon

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Healthcare Inspectorate Wales (HIW) is the independent inspectorate and regulator of healthcare in Wales

## Our purpose

To check that people in Wales receive good quality healthcare

## Our values

We place patients at the heart of what we do. We are:

- Independent
- Objective
- Caring
- Collaborative
- Authoritative

## Our priorities

Through our work we aim to:

Provide assurance:

Provide an independent view on the quality of care

Promote improvement:

Encourage improvement through reporting and sharing of good practice

Influence policy and standards:

Use what we find to influence policy, standards and practice

# 1. What we did

Healthcare Inspectorate Wales (HIW) completed an announced inspection of Sultans Hair and Beauty Salon on the 14 March 2022.

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

HIW explored how the service complied with the Care Standards Act 2000, requirements of the Independent Health Care (Wales) Regulations 2011 and met the National Minimum Standards for Independent Health Care Services in Wales.

Further details about how we conduct independent service inspections can be found in Section 5 and on our website.

## 2. Summary of our inspection

We were not assured that Sultans Hair and Beauty Salon was providing an effective service to its patients in an environment suitable for providing IPL treatments. This is because the registered manager did not have all the required information available on the day of the inspection.

There was no contract with a laser protection adviser (LPA) to provide expert advice on the safety of the IPL machine and its day to day operational use.

Some training had expired and requires updating, specifically Core of Knowledge.

We found that patient records were being locked away to ensure they were kept confidential. The treatment room appeared visibly clean and tidy.

However we found that the service did not have sufficient systems in place to evidence they were providing safe and reliable care and was not meeting the relevant standards and regulations to ensure the health, safety and welfare of patients and people visiting the clinic.

This is what we found the service did well:

- Patient records were kept securely in a locked cupboard
- The treatment area appeared clean and tidy on the day of the inspection.

This is what we recommend the service could improve:

- Patient records need to be improved by recording and signing medical history information at every appointment by both the patient and IPL operator
- Patient records need to record information regarding skin and hair type as well as the patch test result

- There was no evidence that the fire extinguishers had been serviced or visible fire exits signs at the premises
- There was no contract with a laser protection adviser to provide expert advice on the safety of the IPL machine and its day to day operational use
- A written complaints procedure must be put in place
- There were no policies and procedures in place/available on the day of the inspection
- Training needs to be updated, specifically Core of Knowledge and safeguarding.

See Appendix A for all the areas we have asked the service to address.

These are serious matters and resulted in the issue of a non compliance notice to the service. At the time of publication of this report, HIW has received sufficient assurance of the actions taken to address the improvements needed.

Furthermore given the scale and volume of areas on non-compliance HIW took a decision to suspend the registration of Sultans Hair and Beauty until such a time HIW is reassured that all remedial actions have been completed and systems and processes put in place to prevent reoccurrence.

HIW completed an announced follow up visit to Sultans Hair and Beauty on 7 June 2022. We found that recommendations made in March had not been completed and/or were not in place and available at the setting. Specifically, safeguarding training had not been completed. The policies and procedures required by the regulations to be in place were not all available.

## 3. What we found

### **Background of the service**

Sultans Hair and Beauty Salon is registered as an independent hospital to provide IPL services at 3 St Martins Row, Albany Road, Cardiff CF24 3RP

The service was first registered with HIW on 1 May 2019.

The service employs a staff team which includes four employees; one of whom is the IPL operator.

The service is registered to provide hair removal treatments and skin rejuvenation to people over the age of 18 years of age.



## Quality of patient experience

*We spoke with patients, their relatives, representatives and/or advocates (where appropriate) to ensure that the patients' perspective is at the centre of our approach to inspection.*

We found numerous areas where the patient experience was being compromised and these need to be improved.

A significant amount of the information given to patients is verbal. Patient notes did not reflect patch test, hair and skin type information. Medical histories did not evidence that they have been checked at each appointment, signed and dated by both staff and patient.

The service does not provided patients with written information about pre and post treatment to help them make an informed decision about their treatment.

The arrangements in place to protect the privacy and dignity of patients during treatments was compromised by not having a lock on the door. Whilst we were told staff understand not to enter the room when the door is closed, this method risks the safety of everyone.

Prior to the inspection, we invited the service to distribute HIW questionnaires to patients to obtain views on the services provided. A total of 13 questionnaires were completed. We were told by the registered manager that only one questionnaire was completed by a patient who had received an IPL treatment. The other questionnaires were completed by clients not receiving IPL services.

Overall, patient feedback was very positive, with patients rating the care and treatment that they were provided with as excellent or very good.

There were no comments made by patients on the completed questionnaires received.

## Health promotion, protection and improvement

We were told that patients complete a medical history form at their initial consultation. For all additional appointments, the same form is used; the patient will review their original medical history status and we were told that any changes would be noted in the comments section of the form.

Of the five patient records we reviewed, none had any documented changes to their medical history and there was also no additional client and staff signature to evidence a review of this information had been completed. It is recommended that for all appointments, patients and staff sign and date the consent form to clearly evidence that the information has been checked. This will help ensure that the treatment is safe and suitable for each patient.

Each patient that completed a questionnaire also confirmed that they always complete a medical history form, or have their medical history checked, before undertaking any treatment.

### Improvement needed

The registered manager should ensure that medical history information is always documented and signed by the patient and IPL operator at every appointment

## Dignity and respect

Every patient who completed a questionnaire agreed that they had been treated with dignity and respect by the registered manager, and felt that they were always able to maintain their own privacy, dignity and modesty during their appointments.

Staff told us that where applicable, the room is vacated if the patient is required to change/remove clothing and a dignity towel provided.

At the time of the inspection, there was no lock on the treatment door. Staff told us that when a door is closed, colleagues know not to enter. However, without a lock on the door, the potential to impact negatively on a patient's dignity and cause harm when using the IPL machine is greatly increased.

Following the inspection, photos have been sent showing a lock has now been added to the door.

Consultations with patients take place in the treatment room to ensure that confidential and personal information can be disclosed without being overheard.

The registered manager confirmed no chaperones are present for support during treatment sessions.

### **Patient information and consent**

We were told that patients are provided with a face to face consultation prior to their IPL treatment and all patients that completed a questionnaire agreed that they had been given enough information to help them understand the treatment options available to them and the risks and benefits associated with each treatment option. Patients also told us that the cost of any treatment was always made clear to them before they received the treatment.

Every patient who completed a questionnaire confirmed that they were required to sign a consent form to evidence that they understood the associated benefits and risks before undertaking any treatment.

### **Communicating effectively**

The majority of patients who completed a questionnaire said that they were always able to speak to the staff in their preferred language.

Ten out of 13 patients who completed a questionnaire also told us that the staff listened to them during their appointment and felt that they had been involved, as much as they wanted to be, in decisions about their treatment.

At the time of the visit, there was no statement of purpose<sup>1</sup> or patients' guide available. These documents are required by the regulations to be available and provide information about the service and the treatments they offer.

Following the inspection, two patient guides were submitted. The patient guide completed using the HIW template contains all the areas required by the regulations. However, the registered manager needs to confirm which version the setting uses and provides to patients. If the other document is used it will need to be updated to include how patients can obtain a copy of the latest

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<sup>1</sup> A statement of purpose is a legally required document that includes a standard set of information about a provider's service.

inspection report for the service. Also, this version was not dated to evidence when it was last reviewed.

#### Improvement needed

The registered manager must draft a statement of purpose. The document needs to include all the areas required by the regulations and be available for patients.

The registered manager must confirm which patient guide is used and provided to patients.

#### Care planning and provision

The registered manager told us that prior to treatment, patients must agree to undergo a patch test to determine a safe and effective setting of the IPL for their skin and hair type. All but one of the patients that completed a questionnaire confirmed that they had been given a patch test before they received treatment.

All of the patients that completed a questionnaire told us that they had been given aftercare instructions about how to prevent infection and aid healing after their treatment.

We examined five patient records and found that the records did not document the patient's patch test or their skin and hair type. Therefore we were not reassured that patient notes were being maintained to a good standard meaning care was not being planned and delivered with patients' safety and wellbeing in mind.

We were told that aftercare information was verbally provided to patients. This was not documented in the patient notes we reviewed, nor was there a written aftercare leaflet provided.

#### Improvement needed

The registered manager must ensure that patch test, hair and skin type are clearly documented on patient notes

The registered manager must ensure patients are given sufficient information about their treatment and aftercare to ensure any adverse reactions can be managed and to maximise the benefits of the treatment

## Equality, diversity and human rights

Sultans Hair and Beauty Salon is accessed off the street by one step. The room used for IPL treatments is not accessible to anyone using a mobility aid.

There were no equality and diversity policies in place, or any documents about how staff and patients are protected from discrimination.

### Improvement needed

The registered manager must draft policies and procedures to demonstrate how equality and diversity is promoted within the organisation and how patients and staff are protected from discrimination

The registered manager should consider updating their website with information on how patients can access and use services at the salon, which should include access to the building.

## Citizen engagement and feedback

We were told that patients can leave reviews about the service via their Facebook page and Google reviews. This ensures that current and prospective patients are informed about the quality of care being delivered by the salon. The manager said she has never had any feedback regarding the IPL service, but patients can leave reviews using the forums listed above.

The manager told us that she will regularly review any online reviews and respond accordingly, but there was no analysis completed as a means to identify the areas that were working well, as well as using the data to highlight where changes may be required to improve the service.

### Improvement needed

The registered manager should consider ways of obtaining feedback about the IPL services provided to determine what is working well and what may require improvement.

## Delivery of safe and effective care

*We considered the extent to which services provide high quality, safe and reliable care centred on individual patients.*

We found the service was not being well run. Relevant standards and regulations were not being met to ensure the health, safety and welfare of patients and people visiting the clinic.

There were no systems in place to ensure patients were being treated as safely as possible. There was no contract with a laser protection adviser to provide expert advice on the safety of the IPL machine and its day to day operational use.

The service did not have sufficient systems in place to evidence they were providing safe and reliable care.

We found that patient records were being locked away to ensure they were kept confidential. The treatment room appeared visibly clean and tidy.

### Managing risk and health and safety

We could not be reassured that all the maintenance arrangements that should be in place to protect the safety and wellbeing of staff and people visiting the premises were in place. This is because there were no documents available on the day of the inspection.

The arrangements in place to protect staff and people visiting the salon in the event of a fire were two fire extinguishers. However, these had not been serviced and we could not be guaranteed that this equipment worked properly.

There was no fire risk assessment, no evidence that fire drills had been carried out and no fire exit signs were in place.

Following the inspection a fire risk assessment was submitted. The document confirms that the fire extinguishers has been tested and that the risk assessment and staff training will be updated every three months. We did not see evidence that these actions had been carried out and the fire risk assessment is not dated. Evidence must be kept of all the actions recorded in the fire risk assessment.

There was no evidence that Portable Appliance Testing (PAT) had been carried out to help ensure small electrical appliances were fit for purpose and safe to use.

A building electrical wiring check had been completed in March 2022 and the certificate showed all areas to be satisfactory.

We saw that a first aid kit was available and all of its contents were in date. We asked staff to record this information and check the kit so it remains safe and effective to use.

There were no certificates to confirm any staff had completed first aid training and no written procedure to follow in an emergency. We recommend staff should consider attending a first aid course.

#### Improvement needed

The registered manager needs to improve the fire safety arrangements at the premises. Fire exit signs need to be installed, fire extinguishers need to be serviced to ensure they are suitable for use and fire drills should be put in place to ensure staff and visitors can safely leave the building in the event of a fire.

The registered manager must review the fire risk assessment to ensure the document is dated. Actions recorded in the document must be evidenced and kept at the premises.

The registered manager must provide evidence to show that electrical equipment used at the salon has been checked and is in suitable condition to use.

The registered manager should consider completing a first aid course.

#### Infection prevention and control (IPC) and decontamination

We found the premises to be visibly clean and tidy. There were no concerns given by patients over the cleanliness of the setting; all of the patients that completed a questionnaire felt that, in their opinion, the premises were very clean.

The registered manager described the infection control arrangements that are followed before and after a patient receives IPL treatment. However, there was no policy or procedure in place or cleaning schedules to evidence what we were told. An IPC policy needs to be drafted and clearly document the procedures that need to be followed regarding IPC arrangements at the salon.

In addition, staff should consider having a cleaning schedule in place to evidence the tasks completed, by whom and when. This will support the IPC procedures used at the salon.

Staff confirmed that there was no hazardous waste that required disposal at the salon.

#### Improvement needed

The registered manager must prepare and implement an infection control policy that clearly documents all the areas required by the regulations.

The registered manager should implement a cleaning schedule that will evidence and support the IPC procedures undertaken.

#### Safeguarding children and safeguarding vulnerable adults

The registered manager confirmed that the service complies with their conditions of registration to only treat patients aged 18 years old and over.

There was no safeguarding policy available at the time of the inspection. However, one was submitted after the inspection visit. The policy was not dated and needs to be updated to include the contact details of relevant local adult safeguarding agencies to ensure concerns are reported appropriately.

We were told that the registered manager had completed safeguarding training, but had no evidence to confirm this. The manager must ensure their safeguarding training is up to date and a certificate kept to evidence this.

#### Improvement needed

The registered manager must confirm she has up to date safeguard training

The registered manager must update the safeguard policy and include details of the local safeguarding team and the policies issue and review dates

#### Medical devices, equipment and diagnostic systems

We found there was no suitable arrangements were in place to protect the safety of patients when using the laser machine at the service. This is because:

- There was no treatment protocol in place setting out the procedures to follow to ensure treatment is delivered safely to patients. This document needs to be overseen by an expert medical practitioner as required by the regulations



- There was no contract in place with a Laser Protection Adviser (LPA) to provide expert advice on the safety of the IPL installation and day to day operational use
- There were no comprehensive local rules<sup>2</sup> developed by a LPA in place which must detail the safe operation of the IPL machine and be signed by the registered manager to evidence their awareness and agreement to follow these rules.

We were told that the IPL machine had been serviced and calibrated in line with the manufacturer's guidelines to help ensure it performs consistently and as expected. The certificate had not been sent to the registered manager at the time of our visit. Therefore we ask that a copy of the certificate is sent to HIW to confirm the outcome of the service.

#### Improvement needed

The registered manager must send a copy of the certificate following the service of the IPL machine.

#### Safe and clinically effective care

The registered manager told us that she, in line with the Medicines and Healthcare products Regulatory Agency (MHRA) requirements<sup>3</sup> to be a competent user of the IPL machine, had completed the Core of Knowledge<sup>4</sup> training and training by the IPL machine manufacturer on how to operate it safely. However, the Core of Knowledge certificate displayed was dated October 2013. We recommend that the Core of Knowledge course is updated and that evidence is provided to confirm this. In addition, on the day of the inspection, no evidence

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<sup>2</sup> Local rules (or safe working procedures) should reflect safe working practices and relate to the day-to-day safety management of lasers, IPL systems and LEDs. [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/474136/Laser\\_guidance\\_Oct\\_2015.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/474136/Laser_guidance_Oct_2015.pdf).

<sup>3</sup> [Lasers, intense light source systems and LEDs – guidance for safe use in medical, surgical, dental and aesthetic practices](#)

<sup>4</sup> Training in the basics of the safe use of laser machines

was provided to confirm training on the IPL machine from the manufacturer had been undertaken. Following the visit, an email from the manufacturer was sent which stated Sultans were shown how to use the IPL system in 2014. This information needs to be kept on the premises and be available for inspection.

We saw that eye protection glasses were available for the IPL operator and patient. Without local rules in place, we could not be assured that these were specific to the strength of the IPL machine. The registered manager confirmed that the glasses were checked regularly for any damage.

No patients were being treated on the day of the inspection, but the registered manager described the safety precautions taken when treatment is in progress. She told us that the door is closed when treatments are being provided. No warning sign is used as staff know not to enter when the door is closed. The treatment room did not have a lock on the door to prevent unauthorised persons from entering. We were told that the key to the IPL machine is removed when not being used to prevent unauthorised usage.

Following the inspection, pictures have been submitted showing the door to have a lock and a notice put up notifying anyone when IPL treatments are being carried out. These measures need to be in place at all times, but were not in place at the time of the inspection.

There was no evidence that a LPA had completed a risk assessment to identify any hazards associated with the use of the IPL machine and the environment of the treatment room.

#### Improvement needed

The registered manager must update her Core of Knowledge training, send evidence of the certificate to HIW and ensure the up to date certificate is available at the salon.

The registered manager must ensure a contract with a LPA is in place and remains so until Sultans Hair and Beauty Salon ceases to provide IPL treatments.

The registered manager must ensure that the risk assessment completed by the LPA is reviewed and any recommendations made are completed.

The registered manager must ensure that local rules are in place and are reviewed annually by the LPA in accordance with your conditions of registration.

## Participating in quality improvement activities

We found there were limited systems in place to assess and monitor the quality of service provided to patients as required by the regulations. We were told that if a patient wants to leave feedback they can do so via social media methods. However, the manager has never had any feedback regarding IPL services.

At the time of the inspection, there were no risk assessments or a risk management policy in place to help protect the health, welfare and safety of patients and others visiting the clinic.

Following the visit, a risk assessment was provided. The document was dated January 2022. There are actions listed in the document, for example, that PAT tests will be carried out yearly. However, there is no additional information recorded to evidence when they were last completed and when they are next due. In addition, there was no evidence submitted to confirm that these checks do take place on a yearly basis.

It is recommended that the risk assessment is updated to clearly evidence when actions have been carried out.

### Improvement needed

The registered manager must implement systems that will monitor the quality of the service provided to patients as required by the regulations.

The registered manager must implement a risk management policy.

The registered manager must update the risk assessment to clearly evidence when actions have been completed or when the action is needed by.

## Records management

We found that patient information was kept securely. Paper patient records were kept in a locked cabinet to prevent unauthorised access.

Some improvement is required to ensure patient notes are more detailed. These include adding the results and details of patch test, hair and skin information. Of the five patient notes we reviewed, the IPL operator signature and/or date was missing in the consent section on four records.

There was no patient treatment register in place. At the time of the visit a blank form was discovered that should be used as the treatment register and this was communicated to the manager to implement.

During this inspection we found that all the information that should be in place to support the service to deliver quality patient care was not in place. These gaps are a serious breach of the regulations.

#### Improvement needed

The registered manager must improve patient records by recording all the information on the record, to include patch test, hair and skin type as well as ensuring all areas are signed and dated.

The registered manager must implement a patient treatment register and record all the areas required by the regulations.

## Quality of management and leadership

*We considered how services are managed and led and whether the workplace and organisational culture supports the provision of safe and effective care. We also considered how the service review and monitor their own performance against the Independent Health Care Regulations and National Minimum Standards.*

Whilst the registered manager said she had been providing IPL treatments for many years, we found that there was nothing available to evidence current skills and knowledge. Training could not be evidenced or had lapsed and required updating.

There were no policies and procedures presented on the day of inspection. The registered manager told us any complaints received would be dealt with, but in the absence of a procedure we could not be assured that any concern or complaint could be responded to efficiently and effectively.

Our findings from this inspection conclude that the registered manager was unaware of her responsibilities regarding the regulations and therefore indicate poor management and governance of the IPL service.

### Governance and accountability framework

Sultans Hair and Beauty Salon is run by the registered manager who is responsible for the day to day management of the service and is the only IPL operator.

We found that there were no policies and procedures in place at the time of our visit. The regulations list the policies and procedures the service needs to have in place. Therefore we recommend that the manager reviews the regulations, draft the required documents, ensure they are available at the service and are updated regularly.

We saw that the service had an up to date liability insurance certificate in place to protect the clinic against compensation claims and associated legal costs. We requested that the electronic certificate shown on the day of the inspection is printed and displayed at the setting.

### Improvement needed

The registered manager must draft all the required policies and procedures listed in the regulations. They must be accessible at the service and reviewed regularly.

The registered manager must confirm that the liability insurance certificate is displayed at the service.

### Dealing with concerns and managing incidents

The service did not have a written complaints procedure in place. The manager said that any complaints would be dealt with, but no timescales were provided for dealing with these. The manager told us that no complaints had been received regarding the IPL services.

The manager provided a blank notebook that would be used as a log to record any formal or informal complaints and concerns.

We recommend that a complaints procedure is drafted and includes all the areas required by the regulations, including the contact details of HIW.

### Improvement needed

The registered manager must implement a complaints policy and procedure that includes all the areas required by the regulations.

### Workforce planning, training and organisational development

The registered manager is the only operator of the IPL machine. A Core of Knowledge certificate displayed in the treatment room was dated October 2013. We recommend this is updated every 5 years and therefore needs to be completed urgently to ensure the manager has up to date skills and knowledge.

The manager told us she had received training on the IPL system, but there was no certificate or paperwork to evidence this on the day of the inspection. Subsequently, following our visit, we were sent an email dated 24 March 2022 from the IPL manufacturer that stated Sultans were shown how to use the machine in 2014. This information needs to be kept on the premises as evidence of the registered manager's competence on the use of the machine.

There was no training programme in place to ensure the manager maintained her skills and knowledge. We recommend that the manager updates all her mandatory training, including safeguarding and keeps a record of when these courses need to be updated.

#### Improvement needed

The registered manager must complete a suite of training, to include the Core of Knowledge and safeguarding training to ensure up to date skills and knowledge.

The registered manager must develop and maintain a record of when training took place and when it needs to be renewed.

The registered manager must keep the evidence from the manufacturer confirming that training on how to use the IPL machine has been completed. This information needs to be made kept at the premises and available for inspection.

#### Workforce recruitment and employment practices

We were told that the registered manager had an appropriate Disclosure and Barring Service (DBS) certificate in place to satisfy Regulation 19, which requires that patients must be protected against the risks of inappropriate or unsafe care and treatment.

The DBS certificate was not available on the day of the inspection.

#### Improvement needed

The registered manager should send a copy of the DBS certificate to HIW as requested on the day of the inspection.

Given the areas for improvement identified during this inspection, consideration should be given to ensuring that there are more effective and proactive arrangements in place at the service to monitor compliance with relevant regulations and standards. Whilst no specific recommendation has been made in this regard, the expectation is that there will be evidence of a notable improvement in this respect at the time of the next inspection.

## 4. What next?

Where we have identified improvements and immediate concerns during our inspection which require the service to take action, these are detailed in the following ways within the appendices of this report (where these apply):

- Appendix A: Includes a summary of any concerns regarding patient safety which were escalated and resolved during the inspection
- Appendix B: Includes any other improvements identified during the inspection where we require the service to complete an improvement plan telling us about the actions they are taking to address these areas.

Where we identify any serious regulatory breaches and concerns about the safety and wellbeing of patients using the service, the registered provider of the service will be notified via a [non-compliance notice](#). The issuing of a non-compliance notice is a serious matter and is the first step in a process which may lead to civil or criminal proceedings.

The improvement plans should:

- Clearly state when and how the findings identified will be addressed, including timescales
- Ensure actions taken in response to the issues identified are specific, measurable, achievable, realistic and timed
- Include enough detail to provide HIW and the public with assurance that the findings identified will be sufficiently addressed.

As a result of the findings from this inspection the service should:

- Ensure that findings are not systemic across other areas within the wider organisation
- Provide HIW with updates where actions remain outstanding and/or in progress, to confirm when these have been addressed.

The improvement plan, once agreed, will be published on HIW's website.



## 5. How we inspect independent services

Our inspections of independent services may be announced or unannounced. We will always seek to conduct unannounced inspections because this allows us to see services in the way they usually operate. The service does not receive any advance warning of an unannounced inspection. In some circumstances, we will decide to undertake an announced inspection, meaning that the service will be given up to 12 weeks' notice of the inspection.

Feedback is made available to service representatives at the end of the inspection, in a way which supports learning, development and improvement at both operational and strategic levels.

HIW inspections of independent healthcare services will look at how services:

- Comply with the [Care Standards Act 2000](#)
- Comply with the [Independent Health Care \(Wales\) Regulations 2011](#)
- Meet the [National Minimum Standards](#) for Independent Health Care Services in Wales.

We also consider other professional standards and guidance as applicable.

These inspections capture a snapshot of the standards of care within independent services.

Further detail about [how HIW inspects independent services](#) can be found on our website.

## Appendix A – Summary of concerns resolved during the inspection

The table below summaries the concerns identified and escalated during our inspection. Due to the impact/potential impact on patient care and treatment these concerns needed to be addressed straight away, during the inspection.

Immediate concerns identified	Impact/potential impact on patient care and treatment	How HIW escalated the concern	How the concern was resolved
<p>We found that there was no or limited documentation available to review on the day of inspection.</p>	<p>This meant we found the service did not have sufficient systems in place to evidence they were providing safe and reliable care and was not meeting the relevant standards and regulations to ensure the health, safety and welfare of patients and people visiting the clinic.</p>	<p>This concern was raised with the registered manager at the time. They requested that a list of all the documentation HIW require was emailed so they could obtain it.</p>	<p>A list of documentation required was sent and some information was provided after the inspection visit.</p>

## Appendix B – Improvement plan

**Service:** Sultans Hair and Beauty Salon

**Date of inspection:** 14 March 2022

The table below includes any other improvements identified during the inspection where we require the service to complete an improvement plan telling us about the actions they are taking to address these areas.

Improvement needed	Regulation/ Standard	Service action	Responsible officer	Timescale
<b>Quality of the patient experience</b>				
The registered manager should ensure that medical history information is always documented and signed by the patient and IPL operator at every appointment.	Regulation 23 (1)(a)(i)(ii) & (3)(a)	for future treatments I will ensure myself & patient signs during each appointment.	Nihayat maulud	Will happen for future treatments
The registered manager must draft a statement of purpose. The document needs to include all the areas required by the regulations and be available for patients.	Regulation 6 (1) & (2) Regulation 8 (a)	It's ready & updated & also available to patients as its placed in the IPL treatment room.	Nihayat maulud	Completed
The registered manager must confirm which patient guide is used and provided to patients	Regulation 7 (2)	I have a patient guide and is available to clients	Nihayat maulud	Completed

Improvement needed	Regulation/ Standard	Service action	Responsible officer	Timescale
The registered manager must ensure that patch test, hair and skin type are clearly documented on patient notes.	Regulation 23 (1)(a)(i)(ii) & (3)(a)	Patch tests are always carried out before treatments and result will be noted in the patient notes	Nihayat maulud	Will be done for every patient
The registered manager must ensure patients are given sufficient information about their treatment and aftercare to ensure any adverse reactions can be managed and to maximise the benefits of the patients treatment.	Regulation 15 (1) (a)(b)(c)	As well advising clients in person, pre-post flyer is available with essential information & given to clients to ensure safe treatments & for best results.	Nihayat maulud	Its ready & will be given to clients. Most clients take a photo of it on their phone.
The registered manager must draft policies and procedures to demonstrate how equality and diversity is promoted within the organisation and how patients and staff are protected from discrimination.	Regulation 9 (1) Regulation 18 (1)(b)	I have policy & procedure in place & will amend & update it accordingly.	Nihayat maulud	Completed & available
The registered manager should consider updating their website with information on how patients can access and use services at the salon, which should include access to the building.	Regulation 15 (1) (a)	Sultans have a popular facebook page "Sultans Hair & Beauty" with all the information available on how to find us, book us, and price list for many treatments. Clients prefer to use social	Nihayat maulud	Complete & available

Improvement needed	Regulation/ Standard	Service action	Responsible officer	Timescale
		media such as facebook & instagram pages.		
The registered manager should consider ways of obtaining feedback about the IPL services provided to determine what is working well and what may require improvement.	Regulation 19 (2)(b)(i)	Usually clients leave feedback on our face book page regarding their treatments & experience. also I'm very friendly with my clients they tend to talk to me & give me feedback during treatments, however I have placed a box in the IPL room " anonymous feedback" with paper & pen next to it, so clients can fill it in and place in a the box while they are alone yo get changed, etc.	Nihayat maulud	In place
<b>Delivery of safe and effective care</b>				
The registered manager needs to improve the fire safety arrangements at the premises. Fire exit signs need to be installed, fire extinguishers need to be serviced to ensure they are suitable for use and fire drills should be put in place to ensure staff and visitors can safely leave the building in the event of a fire.	Regulation 26 (4)(a)(b)(c)(d)(e)(f)	Fire signs are hang up clearly, New fire extinguishers are purchased & will be serviced yearly. Also the building in one floor & on ground floor, incase of fire staff will immediately lead clients outside. We also have fire/ smoke detectors in the building which have passed testing & are fully working. If	Nihayat maulud	completed

Improvement needed	Regulation/ Standard	Service action	Responsible officer	Timescale
		there was a fire in the building that would be the first alert.		
The registered manager must review the fire risk assessment to ensure the document is dated. Actions recorded in the document must be evidenced and kept at the premises.	Regulation 19 (1)(a)(b)	Its checked & updated. Employees are regularly reminded that if there is a fire alarm they immediately ask their clients to leave the building with them through fire exit door.	Nihayat maulud	completed
The registered manager must provide evidence to show their electrical equipment used at the salon has been checked and is in suitable condition to use.	Regulation 26 (2)(a)	PAT test is carried out yearly & passed. Certificate is available	Nihayat maulud	Completed
The registered manager should consider completing a first aid course.	Regulation 20 (1)(a)	I Have first aid kit at the salon and have trained myself on how to use it from youtube videos. However if its really essential to do the course, I will book it for near future	Nihayat maulud	2 months time
The registered manager must prepare and implement an infection control policy that	Regulation 9 (n)	Its in place. I have covered infection preventions that is applicable to my IPL treatments.	Nihayat maulud	completed

Improvement needed	Regulation/ Standard	Service action	Responsible officer	Timescale
clearly documents all the areas required by the regulations.				
The registered manager should implement a cleaning schedule that will evidence and support the IPC procedures undertaken.	Regulation 9 (n) & Regulation 15 (3) & (4)	House keeping takes place for the whole salon every day at the start & end of each day. Dust is cleaned, floors are mopped, machine is wiped. Also after each client new tissue is layed on the bed. After each client the hand piece is wiped. Hand sanatizers & tissue is available for patient & myself. The room is clinical, clean & not crowded with products	Nihayat maulud	completed
The registered manager must confirm she has up to date safeguard training.	Regulation 16 (3)(a) & Regulation 20 (a)	Safeguard policy & training is up to date & in place. We always provide a safe & happy environment at our salon/clinic.	Nihayat maulud	completed
The registered manager must update the safeguard policy and include details of the local safeguarding team and the policies issue and review dates.	Regulation 9(e) & Regulation 16 (3)(a)	I take all reasonable steps to protect service users from harm, discrimination, and degrading treatment. I always hire staff with clean background who also have friendly character as well as good experience. Although Only myself carries out IPL treatments but I need the whole salon	Nihayat maulud	completed

Improvement needed	Regulation/ Standard	Service action	Responsible officer	Timescale
		environment to be safe & calm. The safe guard policy is updated.		
The registered manager must send a copy of the certificate following the service of the IPL machine.	Regulation 15 (2)	The machine is serviced yearly & Certificate has been sent to HIW	Nihayat maulud	Completed
The registered manager must update her Core of Knowledge training, send evidence of the certificate to HIW and ensure the up to date certificate is available at the salon.	Regulation 20 (1)(a)	I have gone over & restudied all the information booklets that were given to me during my IPL training course. I have done this manually rather than online course as its all available to me. I will share with HIW the course information booklet with is very detailed & it allows you to build your knowledge	Nihayat maulud	completed
The registered manager must implement systems that will monitor the quality of the service provided to patients as required by the regulations.	Regulation 19 (1)(a)(b) (2)(a)(b)(i)(ii)(i v)(v) (c)(i)(ii) (d) (e) (3) (4) (5)	I have hang a poster in the IPL room with details of HIW where it states the client can contact them if unhappy with service or treatment carried out. During treatments patients are frequently asked if they feel comfortable & to share any discomfort.	Nihayat maulud	completed



Improvement needed	Regulation/ Standard	Service action	Responsible officer	Timescale
The registered manager must implement a risk management policy.	Regulation 9 (1)(e)	I have a risk assessment policy in place & updated with essentials covering Control Within the treatment Room, Adequate training and information ,Personal Protective Equipment , Maintenance, Client consultation and record keeping, Laser safety adviser consulted,etc	Nihayat maulud	completed
The registered manager must update the risk assessment to clearly evidence when actions have been completed or when the action is needed by.	Regulation 19 (1) (a)(b)	I have taken actions on the risk assessment such as putting a lock on the door from the inside, such as keeping client records in a locker with a key, in the same locker the machine key is kept where its taken off the machine after every treatment. The machine has 2 goggles in great condition, and the machine is serviced yearly as well as PAT test carried out yearly. Evidence of all of these actions taken and more has	Nihayat maulud	completed

Improvement needed	Regulation/ Standard	Service action	Responsible officer	Timescale
		been sent to HIW. I am registered with LPA & have treatment protocol in place.		
The registered manager must improve patient records by recording all the information on the record, to include patch test, hair and skin type as well as ensuring all areas are signed and dated.	Regulation 23 (1) (a)(i)	This was previously done but will be done more perfectly and detailed during future treatments. I have sufficient consultation forms ready which will be signed by myself & patient during every treatment.	Nihayat maulud	Completed.
The registered manager must implement a patient treatment register and record all the areas required by the regulations.	Regulation 45 (2)(a)(b)(c)	I have a template in place that during inspection I was told I could use for registration.	Nihayat maulud	completed
Quality of management and leadership				
The registered manager must draft all the required policies and procedures listed in the regulations. They must be accessible at the service and reviewed regularly.	Regulation 9 (a-o)	This is available & regularly reviewed, I have only applied what is applicable to my service, I have made change to infection control section as before it was empty.	Nihayat maulud	completed
The registered manger must confirm that the liability insurance certificate is displayed at the service.	Regulation 15 (1)(c)	I have displayed liability insurance certificate at the service,	Nihayat maulud	Completed

Improvement needed	Regulation/ Standard	Service action	Responsible officer	Timescale
The registered manager must implement a complaints policy and procedure that includes all the areas required by the regulations.	Regulation 9 (1)(e)(f)(g)	I have a book where I would record any complaints made to myself or on the salon page regarding IPL treatments with dates & the treatment complained about. However to date I haven't registered any complaints as I haven't had any. Patients can make a complaint directly to myself as im friendly with my clients and they feel comfortable talking to me, through the face book page, through leaving a note and placing it in the anonymous box in the IPL treatment room or contacting the HIW with their details hang up in the IPL room on a poster.	Nihayat maulud	completed
The registered manager must complete a suite of training, to include the Core of Knowledge and safeguarding training to ensure up to date skills and knowledge.	Regulation 20 (1)(a)	I have studied the notes provided to me from the IPL training course I carried out, the treatments are pretty straight forward treating only certain skin types for IPL hair removal & skin rejuvenation. I feel confident & comfortable with carrying out the treatments now that I have re revised these notes which are purely based on my responsibilities and	Nihayat maulud	Core of knowledge 01/06/2022

Improvement needed	Regulation/ Standard	Service action	Responsible officer	Timescale
		roles. It's equivalent to the core of knowledge online course if not more, however if you still require the core of knowledge course I will aim to finish it by June 1 <sup>st</sup>		
The registered manager must ensure a contract with a LPA is in place and remains so until Sultans Hair and Beauty Salon ceases to provide IPL treatments.	Regulation 15 (1)(b) (c) & Regulation 45 (1)	I have contract with LPA in place & will ensure it continues	Nihayat maulud	Completed
The registered manager must ensure that the risk assessment completed by the LPA is reviewed and any recommendations made are completed.	Regulation 15 (1)(b) & (10)	Yes I have reviewed the assessment and improved any concerns that were raised and sent the improvements to HIW	Nihayat maulud	completed
The registered manager must ensure that local rules are in place and are reviewed annually by the LPA in accordance with your conditions of registration.	Regulation 45 (3)(b)	I have local rules in place & I will be constantly in touch with the LPA to have them reviewed annually.	Nihayat maulud	completed
The registered manager must develop and maintain a record of when training took place and when it needs to be renewed.	Regulation 20 (1)(a)	When I first purchased the machine in 2014 I had training from the company and since I have been using the machine the same way. No changes	Nihayat maulud	completed

Improvement needed	Regulation/ Standard	Service action	Responsible officer	Timescale
		have been made with the machine or the treatments, hence no further training had been needed.		
The registered manager must keep the evidence from the manufacturer confirming that training on how to use the IPL machine has been completed. This information needs to be made available at the premises and available for inspection.	Regulation 45 (3)(a)(b)(c)(d)(e)	I forwarded the email provided from the manufacturer to the HIW containing I was shown a demo of the machine during purchase.	Nihayat maulud	completed
The registered manager should send a copy of the DBS certificate to HIW as requested on the day of the inspection.	Regulation 21 (2)(a)	I will provide the DBS certificate which I had carried out a few years ago. It wasn't explained whether I needed to carry out a new DBS check every year. If it needs to be done I will have it ready by 01/06/2022	Nihayat maulud	Completed or new DBS certificate by 01/06/2022

The following section must be completed by a representative of the service who has overall responsibility and accountability for ensuring the improvement plan is actioned.

### Service representative

**Name (print): Nihayat maulud**

**Job role: IPL supervisor**

**Date: 21/04/2022**