

Inspection Summary Report

Cowell Street Skin and Hair Clinic

Inspection date: 19 April 2022

Publication date: 20 July 2022



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



Overall we found that the service provided patients with a positive experience, in a modern and well-maintained environment. The management were enthusiastic and patient focused in the delivery of its services and treatments and were in the process of the developing its workforce to meet patient demand.

We identified a small number of areas for improvement, but no areas of non-compliance with the regulations were identified.

Whilst we reviewed aspects of the hair clinic, the focus of this inspection was on the laser and intense pulsed light (IPL) treatments.

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 announced inspection of Cowell Street Skin and Hair Company on 19 April 2022.

Our team, for the inspection comprised of two HIW Inspectors.

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

- Overall we found that the service provided patients with treatments in a welcoming and modern environment. The registered manager was keen to ensure that patients received a quality experience and this was reflected in patient feedback.

What we found this service did well

- The patient environment was welcoming and modern
- Positive patient feedback was received across all areas of the clinic

Patients told us:

We received 16 completed questionnaires.

Patients provided us with the following comments:

"Excellent service"

"Amazing service. Highly recommend Cowell Street Clinic"

"Very friendly and approachable"

Delivery of Safe and Effective Care



Overall Summary

- Overall we found that the service provided patients with safe and effective care. We found that there were suitable arrangements in place for the maintenance and on-going safety of the laser equipment. Patient record keeping was maintained to a good standard, which included a suitable information, consultation and consent provisions.

What we found this service did well

- There were suitable laser safety and maintenance arrangements
- There were suitable infection prevention and control (IPC) and cleaning arrangements
- Patient record keeping was kept to a good standard in all areas.

Where the service could improve

- Aspects of emergency medical arrangements in the hair clinic treatment room
- Treatment protocols should be reviewed on a more frequent basis.

Patients told us:

- All patients agreed that the setting was very clean and that COVID-19 measures were being followed
- All patients confirmed that they had received a skin patch test before receiving their treatment
- All patients told us that they were given aftercare instructions on how to prevent infection and to aid healing.

Quality of Management and Leadership



Overall Summary

- Overall we found that the registered manager was enthusiastic and knowledgeable of the treatments provided and was keen to develop the service with a suitably trained workforce

What we found this service did well

- We found management to be enthusiastic and engaged in their running of the clinic.

Where the service could improve

- Policies and procedures should be reviewed on an annual basis and overall reviewed to ensure their continued robustness
- Staff should sign policies and procedures to confirm their awareness and understanding.

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 health board 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 health board to confirm action has been taken in line with management responses documented in the improvement plan. We also ask health boards to provide documented evidence of action taken and/or progress made.

