

Inspection Summary Report

Afino Aesthetics

Inspection date: 17 May 2022

Publication date: 18 August 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 well-maintained environment. The registered manager had the appropriate skills to deliver safe treatments. The registered manager also displayed a good knowledge and understanding of the governance required to operate the service safely and effectively.

No areas of non-compliance with the regulations were identified.

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 at Afino Aesthetics on 17 May 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

- We found that the service was committed to providing patients with a positive experience at the clinic.
- The environment was clean and provided patients with appropriate levels of privacy and dignity.
- Patients received detailed information pre and post treatment to help them make an informed decision about their treatment.

Where the service could improve

- Questionnaires should be developed to capture regular formal feedback from patients about their experiences at the clinic.

Delivery of Safe and Effective Care



Overall Summary

- We found that the service provided patients with safe and effective care.
- Suitable arrangements were in place for the maintenance and on-going safety of the IPL/laser equipment.
- Good infection prevention and control arrangements were evident.

What we found this service did well

- Patient notes and records were maintained to a good standard.

Quality of Management and Leadership



Overall Summary

- The registered manager had the appropriate skills and relevant knowledge to deliver safe treatment to patients.
- A wide range of up-to-date policies and procedures were in place.

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.

