

Inspection Summary Report

Quayside Medical Aesthetics

Inspection date: 18 May 2022

Publication date: 19 August 2022



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



Overall, we found that the service provided patients with treatments in an inviting and well maintained clinic setting.

We found that the service provided patients with safe and effective care. In particular we found that there were suitable arrangements in place for the maintenance and on-going safety of the laser equipment.

The registered manager was knowledgeable of the treatments provided and was keen to maintain and develop their learning and development, to help ensure that treatments are provided in a safe and effective manner.

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 Quayside Medical Aesthetics 9 John Street, Llanelli SA15 1UH on 18 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

- Overall we found that the service provided patients with treatments in an inviting and well maintained clinic setting.

What we found this service did well

- The service was overall inviting and the clinic setting was well maintained
- Patients provided positive feedback in response to the HIW questionnaires and through the services own feedback forms.

Patients told us:

The comments provided by the patient included:

"Perfect service"

"It's exceptional 10/10"

"As an individual with autism, I found the clinic calm, reassuring and easy to navigate"

Delivery of Safe and Effective Care



Overall Summary

- Overall we found that the service provided patients with safe and effective care. In particular we found that there were suitable arrangements in place for the maintenance and on-going safety of the laser equipment.

What we found this service did well

- The service has suitable laser safety and maintenance arrangements in place.

Where the service could improve

- The service must ensure that the fire risk assessment is reviewed and updated where required
- The service must ensure that its safeguarding policy is reviewed and updated



Quality of Management and Leadership

Overall Summary

- Overall we found that the registered manager was knowledgeable of the treatments provided and was keen to maintain and develop their learning and development, to help ensure that treatments are provided in a safe and effective manner.

What we found this service did well

- There were suitable arrangements for on-going training, learning and development
- Service staff and management were found to be knowledgeable and enthusiastic.

Where the service could improve

- The service must ensure that disclosure barring service (DBS) certificates for the registered manager and any laser operators are renewed every three years

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.

