

Inspection Summary Report

Cutis Cosmetic Clinic

Inspection date: 4 July 2022

Publication date: 5 October 2022



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

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We found that Cutis Cosmetic Clinic was committed to providing 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 Cutis Cosmetic Clinic on 4 July 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 Cutis Cosmetic Clinic was committed to providing treatments to patients in an environment that was conducive to providing laser services. There were suitable arrangements in place to protect the privacy and dignity of patients.
- The registered manager ensures patients are provided with detailed information pre and post treatment to ensure they can make informed decisions about their treatment.
- We found the registered manager was dedicated to ensuring patients received a quality experience and this was reflected in the patients' feedback; with all patients rating the service they received as 'very good'.

What we found this service did well

- We saw evidence that patients were provided with care in a dignified and respectful manner
- The clinic was accessible for anyone with a mobility issue.

Patients told us:

Patients provided us with the following comments:

"Clear information was given about expected results"

"Very clean. Felt I could trust the doctor"

Delivery of Safe and Effective Care



Overall Summary

- We found the clinic was meeting the relevant regulations and standards associated with promoting the health, safety and welfare of staff and patients.
- We found there were suitable arrangements in place for the maintenance and ongoing safety of the laser equipment. Patient record keeping was maintained to a high standard, which included recording of consent and ongoing treatment information.

What we found this service did well

- The laser machine was being maintained in accordance to manufacturing guidelines
- The registered manager was maintaining comprehensive patient notes to ensure effective outcomes for the patients
- The treatment room was visibly clean and free from any trip hazards.

Where the service could improve

- The local rules need to be signed and dated by all staff authorised to use the laser machine
- Evidence of the safeguarding training completed by staff needs to be submitted to HIW
- Evidence of the training provided by the laser machine manufacturer needs to be submitted to HIW.



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

- We found the registered manager was patient focused and had appropriate skills and knowledge to deliver safe treatments to patients.
- The clinic had a range of policies and procedures in place which were being reviewed and updated regularly.

What we found this service did well

- Appropriate policies and procedures in place which are reviewed regularly

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.

