

Inspection Summary Report

Vale Laser, St Athan

Inspection date: 20 July 2022

Publication date: 19 October 2022



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



Overall, we found that the service provided patients with treatments in a modern and well maintained clinic setting. We also found that the service had suitable arrangements in place to deliver safe and effective care to patients. The registered manager was patient focused in their approach and was knowledgeable of the treatments and services provided.

We also obtained feedback from patients who expressed positive views about the service and treatments that they had received.

We identified a small number of areas for improvement, but no areas of non-compliance with the relevant 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 of Vale Laser Clinic, 1A The Square, St Athan, Barry, CF62 4PF on 20 July 2022 on 20 July 2022.

Our team for the inspection comprised of one 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 modern and well maintained clinic setting. Patients expressed positive feedback about the service and treatments that they had received.

What we found this service did well

- Modern and well maintained clinic setting
- Patients provided a breadth of positive feedback, many of whom were longstanding users of the service.

Patients told us:

We received 24 completed questionnaires.

Patients provided us with the following comments:

"Emma makes me feel very at ease. Her knowledge and experience makes me trust in her"

"Excellent service and aftercare"

"Very professional and friendly environment"



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 was an effective patient records system, which provided patients with appropriate pre and post treatment information and recorded their consent to treatment. 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

- Effective system in place to ensure that patients are provided with suitable information pre and post treatment, including recording of consent to treatment
- Suitable laser safety and maintenance arrangements.

Where the service could improve

- Ensure that the contents of the first aid kit replaced and reviewed on a regular basis
- Ensure that appropriate laser safety signage is placed on to the new treatment room door
- Ensure laser machine keys are removed from the machine when not in use.

Patients told us:

- All patients agreed that the setting was very clean and that COVID-19 measures were being followed
- All but one patient told us that they were given aftercare instructions on how to prevent infection and to aid healing
- All but two patients confirmed no adverse reactions following treatment and all but one patient strongly agreed that they knew how to contact the service with any concerns.



Quality of Management and Leadership

Overall Summary

- Overall, we found that the registered manager was patient focused and knowledgeable of the treatments provided and was keen to maintain and develop the wider teams learning and development

What we found this service did well

- Patient focused management and knowledgeable of the treatments provided
- Appropriate arrangements for on-going training, learning and development.

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.

