

Inspection Summary Report

1192 Laser and Beauty Clinic

Inspection date: 22 August 2022

Publication date: 22 November 2022



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



We found that 1192 Laser and Beauty 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 of 1192 Laser and Beauty on 22 August 2022.

Our team for the inspection comprised of one HIW Inspector.

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 about the treatments available to help them make an informed decision about their treatment.

What we found this service did well

- Patient records were well maintained and kept up to date
- The setting is fully accessible for patients with mobility difficulties

Where the service could improve

- Staff should ensure that copies of both the patient information leaflet and statement of purpose are available in the treatment rooms for patients to access

Patients provided us with the following comments:

“Staff are wonderful, make you feel relaxed and safe.”

“Fantastic service.”



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

- We observed the setting to be clean, tidy and in a state of good repair

Where the service could improve

- The practice manager should ensure all staff receive basic first aid training

Quality of Management and Leadership

Overall Summary

The practice manager and all other laser operators 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.

What we found this service did well

- An appropriate concerns policy and procedure was in place

Where the service could improve

- No areas for improvement were identified

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.

