

Inspection Summary Report

New Image, Bangor

Inspection date: 05 January 2023

Publication date: 11 April 2023



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



We found that New Image, Bangor 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 or areas for improvement were identified during the inspection.

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 New Image, Bangor on 5 January 2023.

Our team, for the inspection comprised of one HIW Healthcare Inspector.

New Image is registered as an independent hospital because it provides Class 3B/4 laser and Intense Pulsed Light Technology (IPL) treatments at 317 High Street, Bangor, Gwynedd, LL57 1YA. IPL is a broad spectrum light source technology and is used by cosmetic and medical practitioners to perform various skin treatments for aesthetic and therapeutic uses. The clinic was first registered with HIW on 4 October 2007.

At the time of inspection, the staff team included the registered manager as the sole laser operator.

The clinic is registered to provide treatments to patients over the age of 18 years old and provides the following treatments:

- Hair reduction
- Skin rejuvenation
- Vascular
- Acne.

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 New Image was committed to providing a positive experience for patients in a pleasant environment with friendly, professional and committed staff.
- All patients who completed a HIW questionnaire rated the service provided by the clinic as very good.
- We observed staff greeting patients in a polite and friendly manner, both in person and on the telephone.
- There were systems and processes in place to ensure patients were being treated with dignity and professionalism.

What we found this service did well

- The clinic is committed to providing a positive experience for patients
- The clinic was very clean and tidy
- Staff were polite, caring and listened to patients
- Fully bilingual service offered
- The clinic had a system in place for seeking the views of patients.



Patients told us:

Patients provided us with the following comments:

“It’s top notch as it is, always improving”

“Would recommend to people”

“Great service”

“Always pleased”

“Excellent as usual”

“Perfect as it is”

“I’m very happy with the service, no room for improvements in my opinion”

“Happy - nothing to improve”

Delivery of Safe and Effective Care



Overall Summary

We found that New Image was meeting the relevant regulations associated with the health, safety and welfare of staff and patients.

The clinic was very well maintained and well equipped to provide the services and treatments they are registered to deliver. All areas were very clean and free from any visible hazards.

There were good arrangements in place to ensure that the laser machine was used appropriately and safely.

The registered manager was very knowledgeable, professional and demonstrated their understanding on where and how to access advice and guidance.

We found evidence that patients were provided with safe and effective care.

What we found this service did well

- The clinic and treatment room had been designed and finished to a high standard
- Treatment room was clean, well equipped and fit for purpose
- Patients were provided with enough information to make an informed decision about their treatment
- We saw evidence that patients were satisfied with their treatments and services provided.

Patients told us:

Patients provided us with the following comments:

“Friendly and professional”

“All staff were kind”

“No complaints at all, always treated so well”

“Always very professional and full information given with all treatment”

“Happy with my treatment”

“Going to book for more treatments”



Quality of Management and Leadership

Overall Summary

New Image has an established team with good leadership and clear lines of accountability.

The day to day management of the clinic was the responsibility of the registered manager, who we found to be very committed to providing high quality patient care.

What we found this service did well

- We saw certificates showing authorised users of the laser machine had completed the Core of Knowledge training and had completed training on how to use the laser machine.
- Patient information was kept securely
- Patient notes were of a good standard.

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 service to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the service 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 service to confirm action has been taken in line with management responses documented in the improvement plan. We also ask services to provide documented evidence of action taken and/or progress made.

