

Inspection Summary Report

Beauty Oasis Salon and Day Spa, New Inn,
Pontypool

Inspection date: 2 February 2023

Publication date: 5 May 2023



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

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Overall, we found that Beauty Oasis Salon and Day Spa was committed to providing a positive experience for their patients in a warm and welcoming environment.

All patients rated the service they received as 'very good' in the patient questionnaires completed.

We found that staff worked hard to ensure safe and effective care.

We identified a regulatory breach during this inspection regarding the out-of-date technical training that has now been addressed. Further details can be found in Appendix B.

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 Beauty Oasis Salon and Day Spa, New Inn, Pontypool on 2 February 2023.

Our team for the inspection comprised of one HIW Healthcare 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, Beauty Oasis Salon and Day Spa was committed to providing treatments to patients in a welcoming and modern environment. There were suitable arrangements in place to protect the privacy and dignity of patients.

The registered manager ensured patients were provided with detailed information pre and post treatment so they could make informed decisions about their treatment. They were 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'.

Where the service could improve

- Inform patients of the results of feedback received.

What we found this service did well

- Welcoming and modern environment
- Positive patient feedback.

Patients told us:

"Excellent from the very beginning."

"Excellent service."

"Always clean, friendly and professional! Always gives guidance and advice on treatments and aftercare."

"Excellent treatment and service."

"All excellent."

"Perfect."

"Very professional and pleasant."

"Great friendly service."

"Everything was good."

"Happy with my treatments received."

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 intense pulsed light (IPL) / laser equipment. Good infection prevention and control arrangements were evident.

There were suitable arrangements in place for the maintenance and on-going safety of the laser equipment.

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.

Where the service could improve

- Ensuring the relevant technical training for laser operators is up to date
- Ensure safeguarding training is up to date.

What we found this service did well

- Provide safe and effective care
- Maintain good record keeping.



Quality of Management and Leadership

Overall Summary

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.

A wide range of up-to-date policies and procedures were in place.

What we found this service did well

- Updating and reviewing policies and procedures in a regular manner
- Recognition of customer service in local awards.

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.

