

Inspection Summary Report

Facial Aesthetics and Cosmetic Enhancements (FACE), Mold

Inspection date: 16 February 2023

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

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We found that Facial Aesthetics and Cosmetic Enhancements (FACE) was committed to providing patients with a positive experience in a well maintained environment.

The registered manager and responsible individual had the appropriate skills to deliver safe treatments.

The registered manager and responsible individual also displayed a good knowledge and understanding of the governance required to operate the service safely and effectively.

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 Facial Aesthetics and Cosmetic Enhancements (FACE) on 16 February 2023. Our team for the inspection comprised of a HIW Healthcare Inspector.

Facial Aesthetics and Cosmetic Enhancements (FACE) is registered as an independent hospital because it provides Class 3B/4 laser and Intense Pulsed Light Technology (IPL) treatments at Hesp Alyn, Pantymwyn Road, Cilcain, Mold, CH7 5NL. 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 7 January 2022.

At the time of inspection, the staff team included the registered manager and the responsible individual as the laser operators.

The clinic is registered to provide treatments to patients aged 18 to 65 years old and provides the following treatments:

- Hair removal
- Vascular therapy
- Epidermal pigmentation
- Acne therapy
- Skin rejuvenation
- Tattoo removal
- Semi-permanent make-up removal.

Note the inspection findings relate to the point in time that the inspection was undertaken.

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 Facial Aesthetics and Cosmetic Enhancements (FACE) was committed to providing a positive experience for patients in a pleasant environment with friendly and professional 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.

Where the service could improve

- The clinic should implement a treatment register
- The clinic should introduce a formal system for seeking patients' feedback.

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
- Bilingual service offered.



Patients told us:

Patients provided us with the following comments:

"Excellent service."

"Very professional."

"Exceptional."

"Highly recommend."

"Excellent and very effective."

"Very professional all round."

Patients were asked in the questionnaire how the setting could improve the service it provides. Some of the comments included:

"Can't see how it can."

"Later night appointments."

"Very helpful, caring and professional. No improvement needed."

"No improvements required, the clinic is clean and modern."

Delivery of Safe and Effective Care



Overall Summary

- We found that Facial Aesthetics and Cosmetic Enhancements (FACE) 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 and the responsible individual were very knowledgeable, professional and demonstrated their understanding of where and how to access advice and guidance.
- We found evidence that patients were provided with safe and effective care.

Where the service could improve

- Laser operators to renew fire safety training
- Develop cleaning schedules for the premises
- Develop a risk management policy.

What we found this service did well

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

- Patient notes were of a good standard.

Patients told us:

Patients provided us with the following comments:

“Very professional staff.”

“Fantastic setting and lovely staff.”

“Excellent, reassuring to have nurses deliver treatments.”

Quality of Management and Leadership



Overall Summary

- 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.
- We observed that both the registered manager and the responsible individual worked very well together and were committed to providing a high standard of care for patients.

What we found this service did well

- Authorised users of the laser machine had completed the Core of Knowledge training and training on how to use the laser machine
- Patient information was kept securely.

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 service to provide documented evidence of action taken and/or progress made.

