

# Inspection Summary Report

Urbasba

Inspection date: 11 May 2022

Publication date: 12 August 2022



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



Overall, we found that the service provided patients with a positive experience in a modern environment. Staff were enthusiastic and demonstrated a desire to provide patients with a quality experience.

We identified a small number of areas for improvement and no areas of non-compliance with the regulations were identified.

This inspection focused on the service and treatments provided to the general public and not the wider learning provision provided by Cardiff and Vale College.

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 Urbasba, Cardiff and Vale College on 11 May 2022.

Our team for the inspection comprised of two 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 welcoming and modern environment and the service had appropriate mechanisms in place to help provide patients with a positive experience.

## What we found this service did well

- The patient environment was welcoming and modern

### Patients told us:

We received one completed questionnaires.

Patients provided us with the following comments:

*"Excellent service"*

# 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 were suitable arrangements in place for the maintenance and on-going safety of the laser equipment. Patient consultation and consent document templates were uniform and included an appropriate level of detail.

## What we found this service did well

- There were suitable laser safety and maintenance arrangements
- There were suitable patient consultation and consent templates

## Where the service could improve

- Consultation and consent forms must be fully signed by both patient and laser operator were required
- Core of Knowledge training should be refreshed every three years



# Quality of Management and Leadership

## Overall Summary

- Overall, we found that staff at the service were enthusiastic and knowledgeable of the treatments provided and were keen to ensure that treatments were provided in a safe and effective manner.

## What we found this service did well

- We found management to be enthusiastic and knowledgeable staff

## Where the service could improve

- Ensure disclosure barring service (DBS) certificates for the registered manager and laser operator are renewed every three years

## 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.

