

Ms Gillian Hart
Gresford Skin Care Clinic
Pentre Lane
Wrexham
LL12 8RN

Direct Line: 0300 062 8163
Fax: 0300 062 8387
E-mail: HIW@wales.gsi.gov.uk

24th July 2014

Dear Ms Hart,

Re: Healthcare Inspectorate Wales unannounced visit to Gresford Skin Care Clinic on the 2nd July 2014

As you are aware, Healthcare Inspectorate Wales undertook an unannounced visit to Gresford Skin Care Clinic on the 2nd July 2014.

Background

The inspection visit focused upon the analysis of a range of documentation, discussions with the manager and a tour of the premises. The clinic was found to be clean and tidy with a variety of equipment in place and a modern decor with a welcoming environment.

The Statement of Purpose and Patients Guide were available in the waiting room and contained the relevant information. However, the new address and contact details of Healthcare Inspectorate Wales requires updating in these documents. This action was undertaken by the Registered Manager.

Patient satisfaction information was available and the reviewers were informed that patients were very satisfied with the care received. Patient questionnaires were sent to all patients each year. There was a good response and return of questionnaires, which were then analysed. This information was not shared with patients and ways that this could be undertaken were discussed during the visit. The reviewers were informed that there had been no complaints received over the past year.

Patient records were viewed and contained information about medical history, consent forms and treatment regimes which were updated at each visit. Policies and procedures were also available.

The Registered Manager, who was the sole operator, keeps updated with regard to fire, data management, Protection of Vulnerable Adults (POVA), health and safety, infection control, and manual handling awareness and training. Basic Life Support (BLS) training was in need of an update, as this was last undertaken in 2005. The need for POVA and Protection of Vulnerable Children (POVC) training was discussed during the visit. This action was undertaken by the Registered Manager.

There was evidence of audits of infection control and cleaning services. All appropriate risk assessments were in place.

The Registered Manager's file was reviewed and required an up to date Criminal Records Bureau/Disclosure Barring Scheme (CRB/DBS) check. The registration team at Healthcare Inspectorate Wales have been notified of the need for renewal of CRB/DBS check.

Premises, Environment and Facilities

The premises were registered for the use of a Lumina Pulsed Light system, with a Q-switched laser facility, together with a Paragon Elite Ruby class 1V laser machine. The machines were placed in separate rooms, laser rooms one and two respectively.

Local Rules for both machines had been prepared in May 2014 and medical protocols were next due for review in August 2014. A Laser Protection Adviser had been appointed for the period 6th October 2103 to the 5th October 2014, and a satisfactory site visit report had been prepared following a visit on 22nd May 2014. In addition, risk assessments for both machines had been prepared on 6th June 2014. The Laser Protection Supervisor was the only person authorised to use both machines, and separate registers were kept of all treatments given. The Core of Knowledge training certificate for the Laser Protection Supervisor had recently expired, and update training should be undertaken. This action was undertaken by the Registered Manager.

Protective eyewear was present in both treatment rooms, applicable to specific procedures. There was a policy for the safe retention of machine keys, when not in use. Both of the machines had been serviced and calibrated in May 2104. All of the service installations were being satisfactorily maintained, with the exception of the electrical wiring installation which had expired. Weekly safety checks were being undertaken and appropriately recorded.

The Visit Highlighted the Following Noteworthy Areas

- Care is person centred; and privacy, dignity, and individuality are considered
- Patients' notes were informative and contemporaneous (live updating of records)

- Good records maintained of services installations and equipment

Concerns

- CRB/DBS check is needed for the Registered Manager
- Update training in POVA and Basic Life Support are needed
- Lack of a current certificate for the electrical wiring installation

Verbal feedback was given throughout and at the end of the visit.

New Requirements from this Inspection

The following table details the regulatory requirements and actions needed as a result of this inspection.

Action Required	Regulation Number
CRB status is required	Regulation 20(1)(a)(b) and 20 (2) (a) (b) HIW progression.
Update training in POVA and Basic Life Support are needed	Regulation 20(1)(a)(b) and 20 (2) (a) (b) Completed. Confirmed RM
Statement of Purpose requires updating with Healthcare Inspectorate Wales address	Regulation 8 Completed. Confirmed RM
Patient Guide requires updating with HIW address	Regulation 7 Completed. Confirmed RM
Arrange to undertake update on Core of Knowledge Training	Regulation (45)(3) Completed. Confirmed RM
Provide a copy of a current certificate for the electrical wiring installation.	Regulation 26(2)(a) Completed. Confirmed RM

Healthcare Inspectorate Wales would like to thank the Registered Manager for her time and co-operation during the visit.

Please do not hesitate to contact me should you wish to discuss the content of this letter.

Yours sincerely



Phil Price
Inspection Manager

SICRHAU
GWELLIANT
TRWY
AROLYGU ANNIBYNNOL
A GWRTHRYCHOL

DRIVING
IMPROVEMENT
THROUGH
INDEPENDENT AND
OBJECTIVE REVIEW

Healthcare Inspectorate Wales • Arolygiaeth Gofal
Iechyd Cymru
Welsh Government • Llywodraeth Cymru
Rhydycar Business Park • Parc Busnes Rhydycar
Merthyr Tydfil • Merthyr Tudful
CF48 1UZ
Tel • Ffôn 0300 062 8163
Fax • Ffacs 0300 062 8387
www.hiw.org.uk