

Inspection Summary Report

Allure Aesthetics, Pontllanfraith

Inspection date: 25 May 2023

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

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Overall, we found Allure Aesthetics was committed to providing a positive experience for their patients in a modern and welcoming environment. There were arrangements in place to protect the safety of visitors to the premises.

We found the setting to be very clean and well organised. Treatments took place in several rooms across three floors. All rooms allowed the patients' dignity and privacy to be maintained.

The staff were patient focused and had the skills and knowledge to deliver safe treatments. The registered manager had a good understanding of the governance required to operate the service safely and effectively.

We found that the provider was using two lasers on site that were not detailed on the setting's registration certificate schedule. The setting immediately ceased the use of both. Appropriate arrangements are now in place to ensure that the setting's registration with HIW is kept up to date.

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 Allure Aesthetics on 25 May 2023.

Our team for the inspection comprised of two 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

We found Allure Aesthetics was committed to providing a positive experience to patients in a modern and welcoming environment. We found there were systems and processes in place to ensure patients were being treated with dignity and respect.

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

The patient's guide and the statement of purpose provided to us by the registered manager was as required by regulations and patient feedback in the questionnaires was very positive.

What we found this service did well

- The setting had arrangements in place to protect patient privacy and dignity
- Modern and welcoming environment
- Supportive staff when treatment planning
- Positive patient feedback.

Patients to us:

“Service is second to none, very professional.”

“One of the main reasons I chose Allure was the level of attention to detail. The cleanliness and friendly staff are top tier.”

“All the staff that I have met have been incredibly professional and knowledgeable with regards to the treatments. On the rare occasion they didn't know the answer they sought help. There was a lengthy consultation process and details checked at every appointment before treatment starts.”

“Always really clean and professional. Staff are always very friendly and knowledgeable.”

Delivery of Safe and Effective Care



Overall Summary

We found that there were suitable arrangements in place to ensure patients were provided safe and effective care. Treatments were carried out across three floors and all rooms protected the dignity and privacy of the patients.

There was appropriate first aid equipment on site and there were suitably trained staff. There was evidence of annual servicing of the fire extinguishers and fire risk assessments were in place for the premises. There was a dedicated fire warden, and all staff were trained in fire safety.

Summary of concerns resolved during the inspection:

HIW found that the provider was using two lasers on site that were not detailed on the setting's registration certificate schedule these were the 3D Vjuve and 3D Nanosure lasers. We informed the registered manager that using these lasers amounted to a breach of the registration for the setting. The service agreed to immediately cease the use of the lasers and this would remain until such time that a minor variation was submitted to HIW and an updated notice of decision issued.

Details can be found in the Summary of concerns resolved during the inspection at [Appendix A](#) of the full report.

What we found this service did well

- Patient information was being stored securely
- Treatment rooms were very clean and well equipped
- The laser machine in use at the setting was serviced and maintained appropriately to ensure safe treatment.



Quality of Management and Leadership

Overall Summary

We found the registered manager and her team were patient focused and had the appropriate skills and knowledge to deliver safe treatments to patients.

There were various policies and procedures in place and these were reviewed in line with specified timeframes. The registered manager also had processes in place to assess and monitor the quality of the services provided and reported on the findings.

What we found this service did well

- Policies and procedures were reviewed in a timely manner
- Annual reports as set out in regulation 19 of the Independent Health Care (Wales) Regulations 2011 were completed
- Concerns and feedback information was documented and acted on to drive improvement.

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.

