

# Inspection Summary Report

Alida Laser, Barry

Inspection date: 13 June 2023

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

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Overall, we found Alida Laser was committed to providing a positive experience for patients in a pleasant environment. The setting was clean and tidy and ensured that the privacy and dignity of patients was always maintained.

The registered person displayed good knowledge and enthusiasm towards the clients and the treatments provided.

Patient feedback about the service they had received was positive. However, we found some improvements were necessary to ensure that IPL treatments are provided in a safe, effective and compliant manner.

HIW issued the setting with a non-compliance notice for the regulatory breaches to ensure prompt improvement. Further details can be found in Appendix B of the main report.

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 at Alida Laser on 13 June 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 Alida Laser was committed to providing a positive experience for patients in a pleasant environment. The treatment room was clean and tidy and ensured that patient's privacy and dignity was always maintained.

Patients were provided with adequate information both pre and post treatment to enable them to make an informed decision. However, recording that this advice was given was missing in some records.

Aside from posting online and social media reviews there were no provisions for obtaining, reviewing and analysing anonymous patient feedback.

Facilities were not accessible to patients with mobility access requirements.

## Where the service could improve

- Advise prospective patients that access to clinic involves steep stairs with no lifts available therefore not suitable for people with mobility issues
- Provide a copy of the patients' guide to all patients at initial consultation stage
- Amend patients' guide section to clarify treatment pricing structure and availability of offers
- Actively seek, record and review patient feedback by providing anonymised forms in the clinic.
- Comprehensive patient records to be kept; pre-treatment check lists and changes to patient medical circumstances were left blank, dates were incomplete and patient consent to follow-up treatments were not countersigned as required.

## What we found this service did well

- Treating patients with dignity and respect
- Premises clean and tidy with comfortable reception area.

**Patients told us:**

Patients provided us with the following comments:

*"Amazing service, fully informed about procedure."*

*"...an absolute pleasure to visit..."*

# Delivery of Safe and Effective Care



## Overall Summary

Suitable arrangements and policies were in place for safeguarding of vulnerable children and adults and chaperones were permitted to attend where necessary.

The clinic was clean and tidy however there were no cleaning schedules and only a rudimentary infection control policy in place.

The IPL machine had been recently serviced by the manufacturer, the clinic had up-to-date Local Rules and there was a current Laser Protection Advisor (LPA) contract in place. However, medical treatment protocols were not available. Additionally, whilst the building was well maintained, the annual fire extinguisher service inspection had not been conducted, up to date first aid training had not been completed and some first aid equipment was out of date.

## Where the service could improve

- Regular checks of first aid kit to be implemented with missing and/or out-of-date items replaced
- Separate IPL register recording all treatments provided using the machine instead of being logged in individual patient files
- Infection control policy requires more detail, including hand hygiene, housekeeping and cleaning regimes
- Cleaning schedules to be kept detailing items, areas, frequency and be signed as confirmation
- Records storage cupboard to be kept locked and keys removed when unattended by registered manager
- Medical treatment protocols required for the use of lasers was not available during the inspection
- Fire extinguishers had not been subject to the required annual maintenance inspection by a competent person.

## What we found this service did well

- Premises appeared well maintained with fire risk assessment in place, five yearly electrical wire testing and Portable Appliance Testing (PAT) recently conducted and valid
- Treatment room and reception area appeared clean and tidy

# Quality of Management and Leadership



## Overall Summary

Although enthusiastic and knowledgeable about the work and towards clients, the registered manager did not have a good understanding of the regulations or the importance of comprehensive record keeping.

Policies had been reviewed and signed by the registered manager but some required greater detail having regard to the size of the establishment, the statement of purpose and the needs of the patients.

There was a complaints procedure within the statement of purpose and the patient guide but this was not readily visible to patients and there were no complaint forms available if required.

## Where the service could improve

- Produce a separate complaints procedure to be made available for patients within the treatment room. To include greater detail of process and timeframes following acknowledgement of receipt.

## 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.

