

# Inspection Summary Report

City Skin Doctor Clinic, Cardiff

Inspection date: 11 July 2023

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

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Overall, we found City Skin Doctor Clinic, Cardiff was committed to providing patients with a positive experience in a clean and pleasant environment.

We found patient information was good with staff being able to speak a range of languages, although some updates to the patients' guide were required.

Access to the laser treatment room located downstairs did not allow for wheelchair access.

The registered manager and laser operators had the appropriate skills to deliver safe treatments and continual professional development was evident among all staff.

The registered manager displayed 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 at City Skin Doctor Clinic on 11 July 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

City Skin Doctor Clinic 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.

There was provision for anonymous feedback within reception and online and social media reviews are monitored and analysed to improve service.

The ground floor reception and treatment rooms were designed with wider doors and corridors for wheelchair access however the laser treatment rooms located downstairs were not accessible to patients with these requirements.

## Where the service could improve

- Update patients' guide to include cost of laser treatments, HIW contact details and how to access most recent HIW inspection report
- Improve provision for patient awareness of feedback results.

## What we found this service did well

- Staff speak a range of languages to enable clear communication with non-English speaking clients
- Treating patients with dignity and respect.

**Patients told us:**

Patients provided us with the following comments:

*"...the service, quality and management at City Skin Doctor is well above average."*

# Delivery of Safe and Effective Care



## Overall Summary

The laser machine had been serviced, the clinic had up-to-date local rules and there was a current Laser Protection Advisor (LPA) contract in place. Electrical Portable Appliance Testing (PAT) had been recently completed however the five yearly wiring inspection had expired in December 2022.

Fire extinguishers had been serviced although an up-to-date fire risk assessment for the premises was not available. Suitable arrangements were in place for safeguarding of vulnerable adults with chaperones either provided or permitted to attend where necessary.

The clinic was clean and tidy within the building however cleaning schedules were basic. The garden outside, next to the rear fire exit was overgrown.

## Where the service could improve

- Five yearly wiring inspection to be conducted as soon as possible
- Up to date fire risk assessment to be put in place for the location
- Cut back overgrowth in rear yard to allow easy evacuation via rear fire exit.

## What we found this service did well

- Patient records kept securely using both PIN protected digital records system and locked filing cupboard.

# Quality of Management and Leadership



## Overall Summary

The staff had clearly defined roles and appeared enthusiastic and knowledgeable about their work and towards clients. They showed evidence of continuing professional development, a good understanding of the regulations and the importance of comprehensive record keeping.

All staff undergo pre-employment checks to ensure they were fit to work at the clinic, complete a 90-day probation period and are issued a contract of employment.

Policies had been reviewed and signed by the registered manager with a record of version history. Regular audits are conducted to drive improvements in services. There was a complaints procedure in place which included a log kept and reviewed by the registered manager to identify any emerging themes or training issues. However, verbal complaints were not always recorded contemporaneously.

## Where the service could improve

- Employee liability insurance to be on display where employees can easily see it
- Staff to sign individual policy documents to confirm they have read and understood the policy and any subsequent reviews
- Verbal complaints to be recorded at the time by staff receiving the complaint.

## What we found this service did well

- Evidence of continuing professional development of both staff and management
- Regular review of feedback and audits to improve service.

## 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.

