

Inspection Summary Report

Dean's Lasers and Aesthetics, Cardiff

Inspection date: 18 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 Dean's Lasers and Aesthetics was committed to providing a positive experience for their patients. The treatment room was found to be clean, tidy and well organised with good infection prevention and control processes.

We found patient information was good, with risks, benefits and likely outcomes explained and aftercare guidance provided. Patient feedback about the clinic was positive.

We were assured the clinic was an inclusive environment although access to the treatment room located on the first floor did not accommodate wheelchair access.

The laser operator had the appropriate skills to deliver safe treatments and continual professional development was evident.

We found the laser equipment had been serviced and calibrated and protocols were in place, however local rules for use of the laser required review.



Appropriate signage and suitable precautions were in place to prevent unauthorised operation of the laser and access when in use.

The electrical system and appliances had been recently inspected, although a fire risk assessment needed review and extinguishers required an annual service.

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 Dean's Lasers and Aesthetics, Unit 3 Rear of Norman Road, Whitchurch, Cardiff on 18 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

We found Dean's Lasers and Aesthetics was committed to providing a positive experience for their patients. The treatment room was found to be clean and well presented.

We found systems and processes in place to ensure patients were being treated with dignity and professionalism.

Where the service could improve

- Update patient's guide to include costs, summary of patient views and contact details for Healthcare Inspectorate Wales.

What we found this service did well

- The clinic was committed to providing a positive experience for patients
- The clinic was very clean and tidy.

Patients told us:

Patients provided us with the following comments:

"... clinic is very clean & he is very knowledgeable & made me feel comfortable at every step..."

"... very friendly & professional & put me at ease..."

"Great caring service received."

Delivery of Safe and Effective Care



Overall Summary

We found that Dean's Laser and Aesthetics was meeting the relevant regulations associated with the health, safety and welfare of staff and patients.

The clinic was very well maintained and well equipped to provide the services and treatments they are registered to deliver. All areas were very clean and free from any visible hazards.

There were good arrangements in place to ensure that the laser machine was used appropriately and safely.

The registered manager was very knowledgeable, professional and demonstrated good understanding of how and when to access advice and guidance.

We found evidence that patients were provided with safe and effective care.

Where the service could improve

- The registered manager must ensure an up-to-date fire risk assessment is in place
- The registered manager must ensure damaged safety glasses are replaced
- The registered manager must obtain a full copy of the up-to-date environmental risk assessment from the LPA.
- Fire extinguishers had not been subject to the required annual maintenance inspection by a competent person.

What we found this service did well

- The clinic and treatment room had been designed and finished to a high standard
- Treatment room was clean, well equipped and fit for purpose
- Patients were provided with enough information to make an informed decision about their treatment.

Quality of Management and Leadership



Overall Summary

The day-to-day management of Dean's Lasers and Aesthetics was the responsibility of the clinic manager, who we found to be very committed to providing high quality patient care.

We observed that he worked very well with his partner whose business was located next door. By working in conjunction with one another, albeit as separate businesses, they were able to consolidate skills and knowledge to ensure good governance and management of the clinic.

What we found this service did well

- We saw certificates showing that authorised users of the laser machine had completed the Core of Knowledge training and training on how to use the laser machine
- Patient information was kept securely
- We saw a co-operative working relationship with adjacent business.

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.

