

Inspection Summary Report

B's Aesthetics, Newport

Inspection date: 23 August 2023

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

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Overall, we found B's Aesthetics was committed to providing a positive experience for patients in a pleasant environment. The setting was within a new build property which was very clean and tidy, and well organised.

We found arrangements in place that ensured that the privacy and dignity of patients was always maintained.

The registered person displayed good knowledge and professionalism and showed clear care and enthusiasm towards the clients, staff and for the treatments provided.

We found equipment was well maintained with servicing and calibration checks carried out.

We found a good range of policies in place however staff had not countersigned these as read and understood.

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.

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 B's Aesthetics, Newport on 23 August 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 B's Aesthetics was committed to providing a positive experience for their patients in a pleasant environment with friendly and professional staff.

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

We found feedback was obtained and acted upon as and when it was received, however there was no system for anonymous feedback to be obtained at the clinic until the inspection by HIW.

All respondents to the HIW questionnaire rated the service as very good.

What we found this service did well

- Mental Capacity policy and process in place for considering the psychological and emotional wellbeing of their patients prior to treatment
- Newly built premises accessible for wheelchairs and patients with mobility issues.

Patients told us:

Patients provided us with the following comments:

"A very professional and high standard of care and treatment are offered in this setting. I have absolutely no concerns about either the setting, the therapists or the treatment received."

Delivery of Safe and Effective Care



Overall Summary

We found that B's Aesthetics was meeting the relevant regulations associated with the health, safety and welfare of staff and patients, although the Infection Prevention and Control (IPC) policy required updating.

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 Intense Pulsed Light (IPL) machine was used appropriately and safely, and that staff were suitably trained.

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

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

Where the service could improve

- Up-to-date fire risk assessment must be dated to indicate when the assessment was conducted
- IPC policy to show the correct contact arrangements in event of exposure to blood borne infections and sharps injuries
- Daily IPL systems check logs to be kept to evidence IPL checks are being conducted
- **Implement a documented process to regularly assess and monitor the quality of the services provided.**

What we found this service did well

- Premises very clean, well maintained and the equipment serviced as required
- Contract in place with a Laser Protection Adviser (LPA) with updated local rules and IPL risk assessment
- Patient records were kept securely using multi layered protection
- All staff were found to have completed safeguarding training with good policies in place.



Quality of Management and Leadership

Overall Summary

B's Aesthetics has a small but dedicated team with good leadership and clear lines of accountability.

The day-to-day management of the clinic was the responsibility of the owner/registered manager, who we found to be very committed to providing high quality patient care.

We found a comprehensive range of policies and procedures which were reviewed within the last year, although we found staff had not countersigned the latest versions.

Staff have appraisals every six months and are encouraged to attend regular training and development.

Where the service could improve

- Staff to countersign policy documents to confirm they have read and understood them.

What we found this service did well

- Detailed complaints policy in place to deal with patient concerns
- A recruitment policy and process, with checks conducted for relevant experience, qualifications and suitability.

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.

