

Inspection Summary Report

La Belle Skin & Beauty, Cwmbran

Inspection date: 06 September 2023

Publication date: 07 December 2023



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

Digital ISBN 978-1-83577-226-3
© Crown copyright 2023



Overall, we found La Belle Skin & Beauty was committed to providing a positive experience for patients in a pleasant environment. Privacy and dignity of patients was always maintained.

The registered person displayed good knowledge and experience of treatments provided and gave patients detailed information during consultation.

We found there was limited provision for gathering feedback from patients although what we found was positive.

The registered person described good clinical cleaning processes. However, we found some improvements were necessary to ensure that IPL treatments are provided in a safe, effective and compliant manner.

There was sporadic compliance with fire safety procedures with certain aspects requiring immediate attention.

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 La Belle Skin & Beauty, Cwmbran on 06 September 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 La Belle Skin & Beauty was committed to providing a positive experience for patients in a pleasant environment. The treatment room was tidy and ensured that the privacy and dignity of patients 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 from some patient records.

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

Facilities were not accessible to patients with mobility access requirements.

Where the service could improve

- Review and update the patients' guide to ensure compliance with the regulations and make this readily available to patients within the clinic
- Implement a register recording each occasion Intense Pulsed Light (IPL) treatments are provided, which is specific to the IPL machine
- To provide patients with written aftercare guidance as standard practice
- Comprehensive health care records to be maintained in relation to each patient

What we found this service did well

- Treating patients with dignity and respect
- Enthusiastic, friendly and experienced operator.

Patients told us:

Patients provided us with the following comments:

"The most professional service provided."

Delivery of Safe and Effective Care



Overall Summary

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

We found the fire extinguishers had been serviced within the last year and fire alarms were checked and logged monthly. Fire risks were identified and recorded however a more effective fire risk assessment was required.

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, up to date medical treatment protocols were not readily available.

Where the service could improve

- Fire drills to be scheduled, conducted, and recorded
- Daily IPL machine checks to be recorded
- Replace damaged IPL machine handpiece
- Operator to take training specific to IPL machine used
- Clinic to put in place procedures for continual evaluation and improvement as set out in the regulations
- Registered manager to complete up to date first aid training course
- Update of Infection Prevention and Control (IPC) policy requiring greater detail
- Service to commence the use of a cleaning schedules
Up-to-date medical protocols required and to be read and understood by the IPL operator.

Quality of Management and Leadership



Overall Summary

La Belle Skin & Beauty is owned by the registered manager who is also the authorised IPL operator. There are no other persons employed at the service.

Although enthusiastic and experienced about the work and engaging and friendly towards clients, the registered manager did not demonstrate a good understanding of the governance requirements, in particular regarding the regulations or the importance of comprehensive record keeping.

There was a complaints procedure within the statement of purpose and the patients' guide, however all policies required greater detail.

Where the service could improve

- Prepare and implement written policies and procedures in accordance with the regulations.

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.

