

Inspection Summary Report

The Laser Company, Tredegar

Inspection date: 14 September 2023

Publication date: 15 December 2023



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

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It was clear that The Laser Company was committed to providing patients with a positive experience in a well-maintained environment. All questionnaire respondents provided positive feedback on the service they received.

The registered manager was the only laser operator at The Laser Company. We saw evidence that they had the appropriate skills and training to deliver safe treatments.

Patient records were stored securely and were maintained to a good standard.

We saw that the setting had a comprehensive policies and procedures register in place. All policies reviewed were in date and included dates for annual review.

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 of The Laser Company on 14 September 2023.

The inspection was conducted by a HIW Healthcare Inspector.

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

It was clear that The Laser Company was committed to providing a positive experience for patients in a pleasant and well-maintained environment. Patients expressed positive feedback about the service and treatments that they had received.

What we found this service did well

- The setting was clean, tidy, and maintained to a high standard.
- The registered manager was committed to providing a professional service and positive experience for their clients.
- The setting was accessible for patients with mobility difficulties.

Patients told us:

Patients provided us with the following comments:

“Beautiful environment, lovely and professional staff. Always have amazing results.”

“The staff made me feel extremely comfortable throughout the entire process.”

Delivery of Safe and Effective Care



Overall Summary

It was evident that the service provided patients with safe and effective care. Suitable arrangements were in place for the maintenance and on-going safety of the IPL/laser equipment. We found that patient records were stored securely. They were well maintained, containing evidence of consent to treatment and completed medical history forms.

What we found this service did well

- The treatment room was clean, well equipped and fit for purpose.
- Patient records were stored securely and maintained to a good standard.

Quality of Management and Leadership



Overall Summary

The registered manager had the appropriate skills and relevant knowledge to deliver safe treatment to patients. We saw evidence of a comprehensive registers of policies and procedures in place which was up-to-date and annually reviewed.

What we found this service did well

- An up-to-date complaints policy was in place and included HIW contact details.
- The registered manager had completed Core of Knowledge training and manufacturer training in the use of the laser machines.

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.

