

**Swansea Laser Clinics Limited**  
**4 Castell Close**  
**Swansea Enterprise Park**  
**Phoenix Way**  
**Llansamlet**  
**Swansea**  
**SA7 9FH**

**Inspection report 2009/2010**

**Healthcare Inspectorate Wales**

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<b>Inspection Date:</b>	<b>Inspection Manager:</b>
8 March 2010	John Powell

## Introduction

Independent healthcare providers in Wales must be registered with the Healthcare Inspectorate Wales (HIW). HIW acts as the regulator of healthcare services in Wales on behalf of the Welsh Ministers who, by virtue of the Government of Wales Act 2006, are designated as the registration authority.

To register, they need to demonstrate compliance with the Care Standards Act 2000 and associated regulations. The HIW tests providers' compliance by assessing each registered establishment and agency against a set of *National Minimum Standards*, which were published by the Welsh Assembly Government and set out the minimum standards for different types of independent health services. Further information about the standards and regulations can be found on our website at: [www.hiw.org.uk](http://www.hiw.org.uk).

Readers must be aware that this report is intended to reflect the findings of the inspection episode. Readers should not conclude that the circumstances of the service will be the same at all times.

## Background and main findings

An announced inspection to Swansea Laser Clinics was undertaken on the 8 March 2010 by an Inspection Manager. The establishment was registered on the 9 November 2009 and is registered to provide a range of treatments using Intense Pulsed Light and Class 4 Laser technology.

Prior to the inspection visit the registered provider submitted a completed pre-inspection questionnaire. The inspection visit focused upon the analysis of a range of documentation, discussion with the registered manager, examination of patient records and a tour of the premises.

In respect of the main inspection findings, the registered person had in place:

- A statement of purpose and patient guide, however, the establishment is not registered for tattoo removal and therefore the reference to undertaking tattoo removal must be removed from the statement of purpose. .
- Patient records that included a medical history, a consent to treatment form and a record of on-going treatments. However, patients did not routinely sign to confirm that their medical circumstances had not changed since their last treatment.
- Local rules for the safe operation of the three machines were in place and had been signed by the authorised operators to confirm that the rules had been read and understood and had been implemented. The rules were reviewed on an annual basis.

- A random sample of staff files confirmed that Criminal Record Bureau checks had been undertaken and confirmation that all nurses were registered with the Nursing and Midwifery Council was available.
- A fire risk assessment had been undertaken and there was a record of fire prevention training and staff participation in a fire drill in September 2009. In addition HIW received confirmation that the fire alarm and emergency lighting system had been inspected and serviced on the 19<sup>th</sup> March 2010.
- A record of servicing and calibration for all three Intense Pulsed Light/Laser Class 4 machines was available.
- A range of policies and procedures were available and staff had signed to state that they had read and understood the documents.
- A patient survey had been undertaken in March 2009 this now needs to be repeated and a summary of the results made available within the patient guide.

In respect of the other inspection findings the Laser Protection Advisor had undertaken a risk assessment audit in September 2009. In addition the employer's liability certificate on display had expired in March 2009, a new certificate needs to be displayed.

The Inspection Manager would like to thank the registered manager and staff for their time and co-operation during the inspection visit.

## **Achievements and compliance**

Within the previous inspection report 4 requirements had been identified and all of these had been addressed. In addition, a core of knowledge training manual was available for all authorised operators and this initiative is to be commended.

## **Registration Types**

This registration is granted according the type of service provided. This report is for the following type of service

Description
<p><b>Independent hospital providing a listed service using a prescribed technique or prescribed technology:</b></p> <ul style="list-style-type: none"> <li>• <b>Laser or Intense Pulsed Light Source</b></li> </ul>

## Conditions of registration

This registration is subject to the following conditions. Each condition is inspected for compliance. The judgement is described as Compliant, Not Compliant or Insufficient Assurance.

Condition number	Condition of Registration	Judgement
1.	<p>No services are to be provided except using a NLite class 4 laser, a class 4 Lumenis Ultra Pulse CO2 Laser and a Lumensis 1 diode/Nd,YAG/Intense Pulsed Light system within the meaning of regulation 3 (1) (a) &amp; (b) of the Private and Voluntary Healthcare (Wales) Regulations 2002.</p>	Compliant
2.	<p>Only the nominated persons, as referred to in your local rules (as varied from time to time) are authorised to use the equipment listed in (1) above for the following treatments only:</p> <ul style="list-style-type: none"> <li>(a) skin lesions/wrinkles</li> <li>(b) active acne</li> <li>(c) scars</li> <li>(d) leg veins</li> <li>(e) spider naevi</li> <li>(f) Telangiectasia</li> <li>(g) red scar</li> <li>(h) port wine stains</li> </ul> <p>The above treatments (a) – (h) must only be provided using the NLite class 4 laser</p> <ul style="list-style-type: none"> <li>(i) wrinkles</li> <li>(j) scars including acne</li> <li>(k) moles</li> <li>(l) skin rejuvenation</li> </ul> <p>The above treatments (i) – (l) must only be provided using the class 4 Lumenis Ultra Pulse CO2 Laser.</p> <ul style="list-style-type: none"> <li>(m) hair removal</li> <li>(n) vascular lesions</li> <li>(o) skin pigmentation</li> </ul>	Compliant

Condition number	Condition of Registration	Judgement
	The above treatments (m) – (o) must only be provided using the Lumensis 1 diode/Nd YAG/Intense Pulsed Light system.	
3.	No treatment is provided to persons under the age of 18 (eighteen) years.	Compliant
4.	No overnight accommodation is provided.	Compliant

## Assessments

The Healthcare Inspectorate Wales carries out on site inspections to make assessments of standards. If we identify areas where the provider is not meeting the minimum standards or complying with regulations or we do not have sufficient evidence that the required level of performance is being achieved, the registered person is advised of this through this inspection report. There may also be occasions when more serious or urgent failures are identified and the registered person may additionally have been informed by letter of the findings and action to be taken but those issues will also be reflected in this inspection report. The Healthcare Inspectorate Wales makes a judgment about the frequency and need to inspect the establishment based on information received from and about the provider, since the last inspection was carried out. Before undertaking an inspection, the Healthcare Inspectorate Wales will consider the information it has about a registered person. This might include: A self assessment against the standards, the previous inspection report findings and any action plan submitted, provider visits reports, the Statement of Purpose for the establishment or agency and any complaints or concerning information about the registered person and services.

In assessing each standard we use four outcome statements:

Standard met	No shortfalls: achieving the required levels of performance
Standard almost met	Minor shortfalls: no major deficiencies and required levels of performance seem achievable without extensive extra activity
Standard not met	Major shortfalls: significant action is needed to achieve the required levels of performance
Standard not inspected	This is either because the standard was not applicable, or because, following an assessment of the information received from and about the establishment or agency, no risks were identified and therefore it was decided that there was no need for the standard to be further checked at this inspection

## Assessments and Requirements

The assessments are grouped under the following headings and each standard shows its reference number.

- Core standards
- Service specific standards

Standards Abbreviations:

C = Core standards

A = Acute standards

MH = Mental health standards

H = Hospice standards

MC = Maternity standards

TP = Termination of pregnancy standards

P = Prescribed techniques and technology standards

PD = Private doctors' standards

If the registered person has not fully met any of the standards below, at the end of the report, we have set out our findings and what action the registered person must undertake to comply with the specific regulation. Failure to comply with a regulation may be an offence. Readers must be aware that the report is intended to reflect the findings of the inspector at the particular inspection episode. Readers should not conclude that the circumstances of the service will be the same at all times; sometimes services improve and conversely sometimes they deteriorate.

### Core standards

Number	Standard Topic	Assessment
C1	Patients receive clear and accurate information about their treatment	Standard almost met
C2	The treatment and care provided are patient - centred	Standard met
C3	Treatment provided to patients is in line with relevant clinical guidelines	Standard met
C4	Patient are assured that monitoring of the quality of treatment and care takes place	Standard met
C5	The terminal care and death of patients is handled appropriately and sensitively	Standard not applicable
C6	Patients views are obtained by the establishment and used to inform the provision of treatment and care and prospective patients	Standard almost met
C7	Appropriate policies and procedures are in place to help ensure the quality of treatment and services	Standard met
C8	Patients are assured that the establishment or agency is run by a fit person/organisation and that there is a clear line of accountability for the delivery of services	Standard met
C9	Patients receive care from appropriately recruited, trained and qualified staff	Standard met

Number	Standard Topic	Assessment
C10	Patients receive care from appropriately registered nurses who have the relevant skills knowledge and expertise to deliver patient care safely and effectively	Standard met
C11	Patients receive treatment from appropriately recruited, trained and qualified practitioners	Standard not Inspected
C12	Patients are treated by healthcare professionals who comply with their professional codes of practice	Standard met
C13	Patients and personnel are not infected with blood borne viruses	Standard not applicable
C14	Children receiving treatment are protected effectively from abuse	Standard not applicable
C15	Adults receiving care are protected effectively from abuse	Standard met
C16	Patients have access to an effective complaints process	Standard met
C17	Patients receive appropriate information about how to make a complaint	Standard met
C18	Staff and personnel have a duty to express concerns about questionable or poor practice	Standard met
C19	Patients receive treatment in premises that are safe and appropriate for that treatment. Where children are admitted or attend for treatment, it is to a child friendly environment	Standard met
C20	Patients receive treatment using equipment and supplies that are safe and in good condition	Standard met
C21	Patients receive appropriate catering services	Standard not applicable
C22	Patients, staff and anyone visiting the registered premises are assured that all risks connected with the establishment, treatment and services are identified, assessed and managed appropriately	Standard met
C23	The appropriate health and safety measures are in place	Standard not inspected
C24	Measures are in place to ensure the safe management and secure handling of medicines	Standard not applicable
C25	Medicines, dressings and medical gases are handled in a safe and secure manner	Standard not applicable
C26	Controlled drugs are stored, administered and destroyed appropriately	Standard not applicable
C27	The risk of patients, staff and visitors acquiring a hospital acquired infection is minimised	Standard met
C28	Patients are not treated with contaminated medical devices	Standard met
C29	Patients are resuscitated appropriately and effectively	Standard met
C30	Contracts ensure that patients receive goods and services of the appropriate quality	Standard met
C31	Records are created, maintained and stored to standards which meet legal and regulatory compliance and professional practice recommendations	Standard met



Number	Standard Topic	Assessment
C32	Patients are assured of appropriately competed health records	Standard met
C33	Patients are assured that all information is managed within the regulated body to ensure patient confidentiality	Standard met
C34	Any research conducted in the establishment/agency is carried out with appropriate consent and authorisation from any patients involved, in line with published guidance on the conduct of research projects	Standard not applicable

### Service specific standards - these are specific to the type of establishment inspected

Number	Prescribed Techniques and Technology Standards	Assessment
	Class 3B and 4 Lasers and / or Intense Pulsed Light Sources	
P1	Procedures for use of lasers and intense pulsed lights	Standard met
P2	Training for staff using lasers and intense pulsed lights	Standard met
P3	Safe operation of lasers and intense pulsed lights	Standard almost met

### Schedules of information

The schedules of information set out the details of what information the registered person must provided, retain or record, in relation to specific records.

Schedule	Detail	Assessment
1	Information to be included in the Statement of Purpose	Almost met
2	Information required in respect of persons seeking to carry on, manage or work at an establishment	Met
3 (Part I)	Period for which medical records must be retained	Met
3 (Part II)	Record to be maintained for inspection	Met
4 (Part I)	Details to be recorded in respect of patients receiving obstetric services	Not applicable
4 (Part II)	Details to be recorded in respect of a child born at an independent hospital	Not applicable

## Requirements

The requirements below address any non-compliance with The Private and Voluntary Health Care (Wales) Regulations 2002 that were found as a result of assessing the standards shown in the left column and other information which we have received from and about the provider. Requirements are the responsibility of the 'registered person' who, as set out in the legislation, may be either the registered provider or registered manager for the establishment or agency. The Healthcare Inspectorate Wales will request the registered person to provide an 'action plan' confirming how they intend to put right the required actions and will, if necessary, take enforcement action to ensure compliance with the regulation shown.

Standard	Regulation	Requirement	Time scale
C1	5 (1) Schedule 1	<p><b>Findings</b> The statement of purpose stated that the establishment was registered for tattoo removal.</p> <p><b>Action Required</b> The registered person is required to amend the statement of purpose and remove any reference to tattoo removal because the establishment is not registered to undertake this treatment.</p>	A copy of the revised statement of purpose to be sent to HIW within 28 days of receiving this report.
C6	16 (1) (2) & (3)	<p><b>Findings</b> A patient survey had been undertaken in March 2009 this now needs to be repeated and a summary of the results made available within the patient guide.</p> <p><b>Action Required</b> The registered person is required to maintain a system for reviewing at appropriate intervals the quality of treatment provided. Therefore the patient survey needs to be repeated.</p>	A patient survey must be undertaken within 3 months and the details of the outcome sent to HIW.

## Recommendations

Recommendations may relate to aspects of the standards or to national guidance. They are for registered persons to consider but they are not generally enforced.

Standard	Recommendation
P3	Patients should routinely sign to confirm that their medical circumstances had not changed since their last treatment.
C23	The current employer's liability certificate to be displayed.

The Healthcare Inspectorate Wales exists to promote improvement in health and healthcare. We have a statutory duty to assess the performance of healthcare organisations for the NHS and coordinate reviews of healthcare by others. In doing so, we aim to reduce the regulatory burden on healthcare organisations and align assessments of the healthcare provided by the NHS and the independent (private and voluntary) sector.

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