

# Announced Care Inspection Report

## 06 March 2018



## Skinworkz Beauty Limited

**Service Type: Independent Hospital**

**Sub Type: Cosmetic Laser**

**Address: 41a Bridge Street, Ballymena, BT43 5EL**

**Tel No: 07594165578**

**Inspector: Carmel McKeegan**

[www.rqia.org.uk](http://www.rqia.org.uk)

Assurance, Challenge and Improvement in Health and Social Care

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, standards and best practice.

## 1.0 What we look for



## 2.0 Profile of service

This is an Independent Hospital (IH) - Laser Service, providing laser tattoo removal.

### Laser equipment

<b>Manufacturer:</b>	Cynosure
<b>Model:</b>	Affinity QS
<b>Serial Number:</b>	QPA0138-0208
<b>Laser Wavelength:</b>	1064nm & 532nm
<b>Laser Class:</b>	Class 4

**Laser Protection Advisor (LPA)**

Estelle Walker  
Onephoton Ltd

**Medical Support Services**

Dr Firas Al-Niaimi

**Laser Protection Supervisor (LPS)**

Mr Mark Leacock

**Authorised Operator**

Ms Karina Strojna

**Type of Treatments Provided**

Tattoo removal

It was identified that since the previous inspection a second laser has been provided in the establishment to provide laser hair removal treatments. Details of the second laser are outlined below.

**Manufacturer:** Cynosure  
**Model:** Elite  
**Serial Number:** 100-7001-010  
**Laser Class:** Class 4

Ms Strojna, registered person and authorised operator confirmed that the Cynosure Elite laser was not yet being used to provide laser hair removal treatment as the LPA has yet to complete a risk assessment in respect of the new laser. Ms Strojna confirmed that the LPA has been notified in this regard however no further arrangements have been made. This is discussed further within section 6.4 of this report.

**3.0 Service details**

<b>Organisation/Registered Provider:</b> Skinworkz Beauty Limited  <b>Registered Person:</b> Ms Karina Strojna	<b>Registered Manager:</b> Ms Karina Strojna
<b>Person in charge at the time of inspection:</b> Ms Karina Strojna	<b>Date manager registered:</b> 02 September 2016
<b>Categories of care:</b> Independent Hospital (IH) - PT(L) Prescribed techniques or prescribed technology: establishments using Class 3B or Class 4 lasers	

#### 4.0 Inspection summary

An announced inspection took place on 06 March 2018 from 10.00 to 12.00.

This inspection was underpinned by The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Independent Health Care Regulations (Northern Ireland) 2005, The Regulation and Improvement Authority (Independent Health Care) (Fees and Frequency of Inspections) (Amendment) Regulations (Northern Ireland) 2011 and the Department of Health, Social Services and Public Safety (DHSSPS) Minimum Care Standards for Independent Healthcare Establishments (July 2014).

The inspection assessed progress with any areas for improvement identified since the last care inspection and to determine if the establishment was delivering safe, effective and compassionate care and if the service was well led.

Examples of good practice were evidence in all four domains. These included the arrangements for managing medical emergencies; clinical records; the environment; infection prevention and control; maintaining client confidentiality; ensuring the core values of privacy and dignity were upheld; and providing the relevant information to allow clients to make informed choices.

Six areas requiring improvement were identified against the regulations to ensure; that medical treatment protocols are in place for each laser provided; that the establishment has written confirmation that an appointed certified laser protection advisor (LPA) is in place; that local rules are developed by the LPA for the Cynosure Elite laser; that a risk assessment is developed by the LPA for the Cynosure Elite laser; that a laser register is established in respect of each laser and completed each time the equipment is used and to ensure eye protection is provided as outlined in the local rules for the Cynosure Elite laser.

Two areas requiring improvement were identified against the standards to ensure the laser safety file is updated upon completion of all the required documentation outlined in this report and to ensure a client satisfaction survey is developed and a summary report detailing the main findings of client satisfaction surveys is generated on an annual basis.

The findings of this report will provide the establishment with the necessary information to assist them to fulfil their responsibilities, enhance practice and clients experience.

#### 4.1 Inspection outcome

	Regulations	Standards
<b>Total number of areas for improvement</b>	6	2

Details of the Quality Improvement Plan (QIP) were discussed with Ms Karina Strojna, registered person, as part of the inspection process. The timescales for completion commence from the date of inspection.

Enforcement action did not result from the findings of this inspection.

## 4.2 Action/enforcement taken following the most recent care inspection dated 13 March 2017

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 13 March 2017.

## 5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- notifiable events since the previous care inspection
- the registration status of the establishment
- written and verbal communication received since the previous care inspection
- the previous care inspection report
- submitted complaints declaration

Questionnaires were provided to clients prior to the inspection by the establishment on behalf of RQIA. No completed client questionnaires were returned to RQIA prior to the inspection. No staff are employed in Skinworkz Beauty Limited therefore no staff questionnaires were issued by RQIA prior to the inspection.

During the inspection the inspector met with Ms Karina Strojna, registered person and authorised operator, and Mr Mark Leacock, joint owner of Skinworkz Beauty Limited.

The following records were examined during the inspection:

- staffing
- recruitment and selection
- safeguarding
- laser safety
- management of medical emergencies
- infection prevention and control
- information provision
- care pathway
- management and governance arrangements
- maintenance arrangements

The findings of the inspection were provided to Ms Karina Strojna and Mr Mark Leacock at the conclusion of the inspection.

## 6.0 The inspection

### 6.1 Review of areas for improvement from the most recent inspection dated 13 March 2017

The most recent inspection of the establishment was a combined announced and variation to registration care inspection and a premises inspection which were both undertaken on 13 March 2017. No areas for improvement were made during the announced and variation to registration care inspection. The completed QIP for the variation to registration premises inspection was returned and approved by the estates inspector. Following this, on receipt of outstanding information required in relation to estates issues, registration was approved, subject to confirmation of compliance with planning approval.

### 6.2 Review of areas for improvement from the last care inspection dated 13 March 2017

As above.

## 6.3 Inspection findings

### 6.4 Is care safe?

**Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.**

## Staffing

Ms Strojna confirmed that she is the only authorised operator and the only person providing laser treatments in the establishment. A register of authorised operators for the laser is maintained and kept up to date.

It was confirmed that should any new authorised operators be recruited in the future they would be provided with induction training.

A review of training records evidenced that Ms Strojna, authorised operator, had up to date training in core of knowledge and infection prevention and control. Records reviewed confirmed that Ms Strojna had completed application training for providing laser tattoo removal on 28 November 2016 using the Cynosure Affinity QS laser and for providing laser hair removal using the Cynosure Elite laser on 19 July 2017.

It was identified that Ms Strojna had completed basic life support training on 16 January 2017 and fire safety awareness training on 28 July 2016. On 29 March 2108 RQIA received confirmation by email that Ms Strojna had completed training in basic life support and fire safety awareness training on 26 March 2018.

Skinworkz Beauty Limited does not employ any staff. However it is located within a tattoo studio operated by Mr Leacock. It was confirmed that Mr Leacock had received laser safety awareness training.

## **Recruitment and selection**

There have been no authorised operators recruited since the previous inspection. During discussion Ms Strojna confirmed that should authorised operators be recruited in the future robust systems and processes have been developed to ensure that all recruitment documentation as outlined in Schedule 2 of The Independent Health Care Regulations (Northern Ireland) 2005 would be sought and retained for inspection.

Ms Strojna was unable to locate the recruitment policy however a copy was provided to RQIA on 26 March 2018 by email.

## **Safeguarding**

Ms Strojna was aware of the types and indicators of abuse and the actions to be taken in the event of a safeguarding issue being identified. Ms Strojna is the nominated safeguarding lead within the establishment and a discussion also took place regarding training in adults at risk of harm. On 29 March 2018 RQIA received confirmation by email that on 27 March 2018, Ms Strojna completed formal level 2 training in safeguarding adults at risk of harm as outlined in the Northern Ireland Adult Safeguarding Partnership (NIASP) training strategy (revised 2016).

Policies and procedures were in place for the safeguarding and protection of adults and children at risk of harm. The policies included the types and indicators of abuse and distinct referral pathways in the event of a safeguarding issue arising with an adult. The relevant contact details for onward referral to the local Health and Social Care Trust should a safeguarding issue arise were included.

Ms Strojna confirmed that laser treatments are not provided to persons under the age of 18 years.

## **Laser/IPL safety**

Mr Leacock and Ms Strojna confirmed that a new Cynosure Elite laser has been provided in Skinworkz Beauty Limited since the previous inspection.

There was written confirmation of the appointment and duties of a certified LPA. It was identified that the annual service level agreement between the establishment and the LPA had expired on 01 February 2018. Ms Strojna and Mr Leacock confirmed that the LPA had been informed that a new laser has been provided and they were waiting for a reply from the LPA in this regard.

On 03 April 2018 the inspector requested confirmation from the establishment that the LPA had renewed the arrangement to provide duties of a certified LPA for the establishment. On 04 April 2018 RQIA received an email from Mr Leacock stating that that there has been no further progress made in this regard. An area of improvement has been made against the regulations to ensure that the establishment has an appointed certified LPA in place.

Laser procedures are carried out by trained operators in accordance with medical treatment protocols produced by Dr Firas Al-Niimi on 30 December 2016 which are due for renewal on 29 December 2019. The medical treatment protocols contained the relevant information



pertaining to the Cynosure Affinity QS laser however it was identified that there were no medical treatment protocols for the Cynosure Elite laser. An area of improvement against the regulations has been made in this regard.

Local rules which have been developed by the LPA were in place. The local rules contained the relevant information pertaining to the Cynosure Affinity QS laser. An area of improvement has been made against the regulations to ensure local rules are developed by the LPA in respect of the Cynosure Elite laser.

The establishment's LPA completed a risk assessment of the premises on 1 February 2017 and all recommendations made by the LPA have been addressed. An area of improvement has been made against the regulations to ensure a risk assessment is developed by the LPA for the Cynosure Elite laser and any recommendations contained in the risk assessment should be addressed.

A laser safety file was in place which contained all of the relevant information in relation to the Cynosure Affinity QS laser, however there was no documentation in respect of the Cynosure Elite laser. An area of improvement has been made against the standards to ensure the laser safety file is updated upon completion of all the required documentation outlined in this report.

The laser protection supervisor (LPS) has overall responsibility for safety during laser treatments and a list of authorised operators is maintained. Ms Strojna, as the authorised operator has signed to state that she has read and understood the local rules and medical treatment protocols. Ms Strojna and Mr Leacock were advised not to provide treatments using the Cynosure Elite laser until all laser safety areas identified for improvement have been fully addressed.

When the laser equipment is in use, the safety of all persons in the controlled area is the responsibility of the LPS.

The environment in which the laser equipment is used was found to be safe and controlled to protect other persons while treatment is in progress. The door to the treatment room is locked when the laser equipment is in use but can be opened from the outside in the event of an emergency.

Both lasers are operated using a key. Arrangements are in place for the safe custody of the laser keys when not in use.

Protective eyewear is available for the client and operator as outlined in the local rules in respect of the Cynosure Affinity QS laser. Protective eyewear was also available for the Cynosure Elite laser, Ms Strojna confirmed this eyewear was provided by the company who supplied the machine and provided training for the authorised operator. An area for improvement has been made against the regulations to ensure that the eye protection is provided as outlined in the local rules for the Cynosure Elite laser.

The controlled area is clearly defined and not used for other purposes, or as access to areas, when treatment is being carried out. Laser safety warning signs are displayed when the laser equipment is in use and removed when not in use.

It was identified that a laser register was not in place and therefore had not been completed every time the equipment is operated. Ms Strojna confirmed she had thought it was sufficient to include the laser details within each client's individual care records. Advice and guidance was provided as it had been confirmed at previous inspections that a laser register had been in



place. An area of improvement was made against the regulations to ensure that a separate register is completed for each laser on each occasion the laser is used and should include:

- the name of the person treated
- the date
- the operator
- the treatment given
- the precise exposure
- any accident or adverse incident

There are arrangements in place to service and maintain the laser equipment in line with the manufacturer's guidance. The copy of the most recent service reports for both the Cynosure Affinity QS and Cynosure Elite lasers dated 26 March 2018 was provided to RQIA by email on 04 April 2018. An electrical installation works certificate dated 28 March 2018 in respect of the Cynosure Elite laser was provided to RQIA by email on 05 April 2018.

### **Management of emergencies**

As discussed, Ms Strojna, authorised operator, has up to date training in basic life support. Discussion with Ms Strojna confirmed she was aware what action to take in the event of a medical emergency.

There was a resuscitation policy in place.

### **Infection prevention and control and decontamination procedures**

The treatment room was clean and clutter free. Discussion with Ms Strojna evidenced that appropriate procedures were in place for the decontamination of equipment between use. Hand washing facilities were available and adequate supplies of personal protective equipment (PPE) were provided. As discussed previously, Ms Strojna has up to date training in infection prevention and control.

### **Environment**

The premises were maintained to a good standard of maintenance and décor. Cleaning schedules for the establishment were in place.

Observations made evidenced that a carbon dioxide (CO<sub>2</sub>) fire extinguisher was available which has been serviced within the last year.

### **Client and staff views**

No client questionnaire responses were submitted to RQIA prior to the inspection. As Skinworkz Beauty Limited does not employ any staff, no staff questionnaires were issued by RQIA prior to the inspection.

### **Areas of good practice**

There were examples of good practice found throughout the inspection in relation to staff recruitment, induction, training, adult safeguarding, management of emergencies, infection prevention and control and the environment.

## Areas for improvement

Medical treatment protocols should be updated to include all treatments provided by the Cynosure Elite laser and reviewed annually.

Ensure that the establishment has written confirmation that an appointed certified laser protection advisor in place.

Local rules should be developed by the LPA for the Cynosure Elite laser.

A risk assessment should be developed by the LPA for the Cynosure Elite laser.

A laser register must be established and completed each time the equipment is used. It should contain all of the information outlined in the main body of the report.

Ensure eye protection is provided as outlined in the local rules for the Cynosure Elite laser.

The laser safety file should be updated upon completion of all the required documentation outlined in this report.

	Regulations	Standards
<b>Total number of areas for improvement</b>	6	1

### 6.5 Is care effective?

**The right care, at the right time in the right place with the best outcome.**

## Care pathway

Clients are provided with an initial consultation to discuss their treatment and any concerns they may have. Written information is provided to the client pre and post treatment which outlines the treatment provided, any risks, complications and expected outcomes. The establishment has a list of fees available for each current laser procedure. Ms Strojna confirmed that a price list will be provided for laser hair removal treatments once they are operational.

Fees for treatments are agreed during the initial consultation and may vary depending on the type of treatment provided and the individual requirements of the client.

During the initial consultation, clients are asked to complete a health questionnaire. There are systems in place to contact the client's general practitioner, with their consent, for further information if necessary.

Six client care records were reviewed. There is an accurate and up to date treatment record for every client which includes:

- client details
- medical history
- signed consent form
- skin assessment (where appropriate)
- patch test (where appropriate)

- record of treatment delivered including number of shots and fluence settings (where appropriate)

Observations made evidenced that client records are securely stored. A policy and procedure is available which includes the arrangements in respect of the creation, storage, recording, retention and disposal of records and data protection.

The establishment is registered with the Information Commissioners Office (ICO).

## Communication

As discussed, there is written information for clients that provides a clear explanation of any treatment and includes effects, side-effects, risks, complications and expected outcomes. Information is jargon free, accurate, accessible, up-to-date and includes the cost of the treatment.

The establishment has a policy for advertising and marketing which is in line with legislation.

## Client and staff views

No client questionnaire responses were submitted to RQIA prior to the inspection. As Skinworkz Beauty Limited does not employ any staff, no staff questionnaires were issued by RQIA prior to the inspection.

## Areas of good practice

There were examples of good practice found in relation to the management of clinical records, and ensuring effective communication between clients and staff.

## Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

### 6.6 Is care compassionate?

**Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.**

## Dignity respect and involvement with decision making

Discussion with Ms Strojna, authorised operator, regarding the consultation and treatment process, confirmed that clients are treated with dignity and respect. The consultation and treatment is provided in a private room with the client and authorised operator present. Information is provided to the client in verbal and written form at the initial consultation and subsequent treatment sessions to allow the client to make choices about their care and treatment and provide informed consent.

Appropriate measures are in place to maintain client confidentiality and observations made evidenced that client care records were stored securely.

Ms Strojna confirmed that following treatments clients are always asked for feedback. It was confirmed that a client satisfaction survey has yet to be developed. Ms Strojna was advised that a client satisfaction survey should be developed and that a summary report detailing the main findings of client satisfaction surveys should be generated on an annual basis. An area of improvement against the standards has been made in this regard.

### **Client and staff views**

No client questionnaire responses were submitted to RQIA prior to the inspection. As Skinworkz Beauty Limited does not employ any staff, no staff questionnaires were issued by RQIA prior to the inspection.

### **Areas of good practice**

There were examples of good practice found throughout the inspection in relation to maintaining client confidentiality ensuring the core values of privacy and dignity were upheld and providing the relevant information to allow clients to make informed choices.

### **Areas for improvement**

A client satisfaction survey should be developed and a summary report detailing the main findings of client satisfaction surveys should be generated on an annual basis.

	<b>Regulations</b>	<b>Standards</b>
<b>Total number of areas for improvement</b>	0	1

#### **6.7 Is the service well led?**

**Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.**

### **Management and governance**

Ms Strojna is the only authorised operator in this establishment and is therefore the nominated individual with overall responsibility for the day to day management of the service.

Policies and procedures could not be located on the day of the inspection, however following the inspection RQIA received confirmation that policies and procedures were in place and were retained in a dedicated policy file which will be retained within the establishment.

Discussion with Ms Strojna demonstrated that arrangements were in place to review risk assessments.

A copy of the complaints procedure was available in the establishment. Ms Strojna demonstrated good awareness of complaints management. A complaints questionnaire was forwarded by RQIA to the establishment for completion. The returned questionnaire indicated that no complaints have been received for the period 1 April 2016 to 31 March 2017.

Ms Strojna confirmed that a system was in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies as appropriate. A system was in place to ensure that urgent communications, safety alerts and notices are reviewed and where appropriate, made available to key staff in a timely manner.

Discussion with Ms Strojna confirmed that arrangements were in place to monitor, audit and review the effectiveness and quality of care delivered to clients at appropriate intervals. Ms Strojna confirmed that if required an action plan is developed and embedded into practice to address any shortfalls identified during the audit process.

A whistleblowing/raising concerns policy was available.

Ms Strojna, registered person, demonstrated a clear understanding of her role and responsibility in accordance with legislation. Information requested by RQIA has been submitted within specified timeframes. Ms Strojna confirmed that the statement of purpose and client's guide are kept under review, revised and updated when necessary and available on request.

The RQIA certificate of registration was up to date and displayed appropriately.

Observation of insurance documentation confirmed that current insurance policies were in place.

### **Client and staff views**

No client questionnaire responses were submitted to RQIA prior to the inspection. As Skinworkz Beauty Limited does not employ any staff, no staff questionnaires were issued by RQIA prior to the inspection.

### **Areas of good practice**

There were examples of good practice found throughout the inspection in relation to governance arrangements, management of complaints and incidents, quality improvement and maintaining good working relationships.

### **Areas for improvement**

No areas for improvement were identified during the inspection.

	<b>Regulations</b>	<b>Standards</b>
<b>Total number of areas for improvement</b>	0	0

## **7.0 Quality improvement plan**

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Ms Karina Strojna, registered person, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure

that all areas for improvement identified within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of the establishment. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises RQIA would apply standards current at the time of that application.

### 7.1 Areas for improvement

Areas for improvement have been identified where action is required to ensure compliance with The Independent Health Care Regulations (Northern Ireland) 2005 and The Regulation and Improvement Authority (Independent Health Care) (Fees and Frequency of Inspections) (Amendment) Regulations (Northern Ireland) 2011 and the Department of Health, Social Services and Public Safety (DHSSPS) Minimum Care Standards for Healthcare Establishments (July 2014).

### 7.2 Actions to be taken by the service

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP via Web Portal for assessment by the inspector.

Quality Improvement Plan	
Action required to ensure compliance with The Independent Health Care Regulations (Northern Ireland) 2005	
<b>Area for improvement 1</b>  <b>Ref:</b> Regulation 39 (1)  <b>Stated:</b> First time  <b>To be completed by:</b> 01 May 2018	The registered person shall ensure that medical treatment protocols are in place for the Cynosure Elite laser.  Ref: 6.4  <b>Response by registered person detailing the actions taken:</b> medical protocols are in place for the cynosure elite produced 6 <sup>th</sup> may 2018 valid until 5 <sup>th</sup> may 2021
<b>Area for improvement 2</b>  <b>Ref:</b> Regulation 39 (1)  <b>Stated:</b> First time  <b>To be completed by:</b> 01 May 2018	The registered person shall ensure that the establishment has an appointed certified laser protection advisor in place.  Ref: 6.4

	<b>Response by registered person detailing the actions taken:</b> our new lpa is Simon Wharmby www.lasersafe.uk tel:01216477023, simon has advised me my folder will be updated with all information in 10days time, his fee was paid on the 10 <sup>th</sup> may18
<b>Area for improvement 3</b>  <b>Ref:</b> Regulation 39 (2)  <b>Stated:</b> First time  <b>To be completed by:</b> 01 May 2018	The registered person shall ensure that local rules are developed by the LPA for the Cynosure Elite laser.  Ref: 6.4
	<b>Response by registered person detailing the actions taken:</b> local rules will be updated by simon
<b>Area for improvement 4</b>  <b>Ref:</b> Regulation 39 (2)  <b>Stated:</b> First time  <b>To be completed by:</b> 01 May 2018	The registered person shall ensure that a risk assessment is developed by the LPA for the Cynosure Elite laser and any recommendations made are addressed.  Ref: 6.4
	<b>Response by registered person detailing the actions taken:</b> risk assessment will be adhered to also
<b>Area for improvement 5</b>  <b>Ref:</b> Regulation 21 (3) Schedule 3 Part II (3)  <b>Stated:</b> First time  <b>To be completed by:</b> 01 May 2018	The registered person shall ensure that a separate laser register is established in respect of each laser and is completed each time the equipment is used. It should contain all of the information outlined in the main body of the report.  Ref: 6.4
	<b>Response by registered person detailing the actions taken:</b> seperate laser register is in place recording name,date,operator,treatment given,exposure,accident or incident
<b>Area for improvement 6</b>  <b>Ref:</b> Regulation 39 (2)  <b>Stated:</b> First time  <b>To be completed by:</b> 01 May 2018	The registered person shall ensure that eye protection is provided as outlined in the local rules for the Cynosure Elite.  Ref: 6.4
	<b>Response by registered person detailing the actions taken:</b> eyewear for elite is all in place and will be photographed in place in our laser safety file



<b>Action required to ensure compliance with The Minimum Care Standards for Healthcare Establishments (July 2014)</b>	
<b>Area for improvement 1</b>  <b>Ref:</b> Standard 48.21  <b>Stated:</b> First time  <b>To be completed by:</b> 01 May 2018	The registered person should ensure that the laser safety file includes all relevant documentation in respect of the laser equipment in place.  Ref: 6.4
	<b>Response by registered person detailing the actions taken:</b> our laser safety file with all required documents are in place in order, available to view, i will update you as soon as i have our laser safety file updated by our lpa as stated above
<b>Area for improvement 2</b>  <b>Ref:</b> Standard 5.2  <b>Stated:</b> First time  <b>To be completed by:</b> 01 May 2018	The registered person shall ensure a client satisfaction survey is developed and a summary report detailing the main findings of client satisfaction surveys is generated on an annual basis.  Ref: 6.6
	<b>Response by registered person detailing the actions taken:</b> clients after several treatments will be asked to complete this satisfaction survey which is drawn up and this will be reviewed on an anual basis

*\*Please ensure this document is completed in full and returned via Web Portal\**



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