

Announced Variation to Registration Care Inspection Report 7 January 2019



Maypole Hair Clinic

Service Type: Independent Hospital (IH) – Surgical Services

Address: 5-7 Shore Road, Holywood, BT18 9HX

Tel No: 028 95 900369

Inspector: Stephen O'Connor

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 provider from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

The establishment was initially registered as Hair Restoration NI Ltd t/a DHI Northern Ireland on 10 October 2018. An application to vary the registration of the establishment was submitted to RQIA. The variation application was to change the name of the establishment to Maypole Hair Clinic and to add a second treatment room; known as treatment room five to their registration.

Maypole Hair Clinic is an independent hospital providing elective day surgery and private doctor services. There are no overnight beds provided in this establishment. Maypole Hair Clinic provides a range of cosmetic/aesthetic treatments. The only treatment that falls under regulated activity is the hair transplant service to adults over 18 years.

This inspection focused solely on the treatment that falls within regulated activity and the categories of care for which the establishment is registered.

3.0 Service details

Applicant Registered organisation/registered person: Hair Restoration NI LTD t/a Maypole Hair Clinic Responsible individual : Mr Mark Smith	Registered Manager: Mr Mark Smith
Person in charge at the time of inspection: Mr Mark Smith	Date manager registered: 10 October 2018
Categories of care: Independent Hospital (IH) – AH(DS) - Acute Hospital (Day Surgery) PD - Private Doctor	

4.0 Inspection summary

An announced variation to registration inspection of Maypole Hair Clinic took place on 7 January 2019 from 14:50 to 15:40.

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, (DOH) Minimum Care Standards for Independent Healthcare Establishments (July 2014).

The establishment was initially registered as Hair Restoration NI Ltd t/a DHI Northern Ireland on 10 October 2018. On 4 January 2019, RQIA received an application to vary the registration of the establishment; to change the name of the establishment to Maypole Hair Clinic and to add a second treatment room; known as treatment room five to their registration.

This inspection sought to review the suitability of treatment room five for use by private doctors providing hair transplant treatments.

There were examples of good practice found in relation to infection prevention and control and decontamination.

No areas requiring improvement were identified during this inspection.

The variation to registration application to change the name of the establishment to Maypole Hair Clinic and to add a second treatment room; known as treatment room five to their registration was approved from a care perspective following this inspection. Mr Gavin Doherty, estates inspector reviewed the arrangements in respect of the premises during a pre-registration premises inspection on 15 May 2018 and he was satisfied that the premises met the relevant standards from an estates perspective.

The findings of the inspection were provided to Mr Mark Smith, responsible individual at the conclusion of the inspection.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mr Smith, responsible individual, as part of the inspection process and can be found in the main body of the report.

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

4.2 Action/enforcement taken following the most recent care inspection dated 10 October 2018

The most recent inspection of Maypole Hair Clinic was an announced pre-registration follow-up inspection. The completed quality improvement plan (QIP) was returned and approved by the care inspector.

4.3 Review of areas for improvement from the last care inspection dated 10 October 2018

Quality Improvement Plan

Action required to ensure compliance with the Department of Health, (DOH) Minimum Care Standards for Independent Healthcare Establishments (July 2014)

<p>Area for improvement 1</p> <p>Ref: Standard 18.2</p> <p>Stated: First time</p>	<p>The applicant registered person should provide evidence to confirm that the identified private doctor has completed medical emergency refresher training in keeping with RQIA's training guidance, prior to providing services to patients.</p>
	<p>Action taken as confirmed during the inspection:</p> <p>Mr Smith confirmed that the identified private doctor completed medical emergency refresher training prior to providing services. Review of training records evidenced that the identified private doctor had completed medical emergency refresher training on 4 November 2018. Mr Smith is aware of the RQIA training guidance document that relates to private doctors.</p>
<p>Area for improvement 2</p> <p>Ref: Standard 14.1</p> <p>Stated: Second time</p>	<p>The applicant registered person shall ensure that a robust policy and procedure for the recruitment and selection of staff is devised.</p>
	<p>Action taken as confirmed during the inspection:</p> <p>Mr Smith confirmed that the recruitment policy was updated following the previous inspection to outline the recruitment journey, from advertising to appointment. Review of the updated policy evidenced that it fully reflected best practice guidance.</p>
<p>Area for improvement 3</p> <p>Ref: Standard 8.1</p> <p>Stated: Second time</p>	<p>The applicant registered person shall devise a record's management policy.</p>
	<p>Action taken as confirmed during the inspection:</p> <p>Mr Smith confirmed that following the previous inspection a records management policy was developed. Review of this policy evidenced that it includes the arrangements in regards to the creation, storage, recording, retention and disposal of records.</p>

5.0 How we inspect

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

- review of the submitted variation to registration application
- the previous care inspection report
- the returned QIP from the previous care inspection
- evaluation and feedback

During the inspection the inspector met with Mr Mark Smith, responsible individual. A tour of the treatment rooms was also undertaken.

Areas for improvement identified at the last care inspection were reviewed and assessment of compliance recorded as met, partially met, or not met.

The findings of the inspection were provided to Mr Mark Smith, responsible individual, at the conclusion of the inspection.

6.0 Inspection findings

Statement of purpose

A statement of purpose was prepared in a recognised format which covered the key areas and themes outlined in regulation 7, schedule 1 of The Independent Health Care Regulations (Northern Ireland) 2005. The document had been updated to reflect the proposed additional treatment room.

Patient Guide

A patient guide was available in a recognised format which covered the key areas and themes specified in regulation 8 of The Independent Health Care Regulations (Northern Ireland) 2005. The document had been updated to reflect the proposed additional treatment room.

Recruitment of staff

As discussed, the establishment has a policy and procedure in place for the recruitment and selection of private doctors. Mr Smith confirmed that no new private doctors have provided treatments since the previous inspection. A number of private doctors are currently being recruited and are at various stages in the recruitment process. Mr Smith is fully aware of the information required under regulation 19 (2), schedule 2 of The Independent Health Care Regulations (Northern Ireland) 2005 in respect of the recruitment of private doctors.

Environment

Review of the proposed new treatment room; known as treatment room five demonstrated that it was suitable to provide hair transplant procedures. A stainless steel hand wash basin was available in the room, a hand hygiene poster was on display near the hand wash basin, and free standing soap and hand sanitiser dispensers were observed to be in place.

The clinical waste bin was observed to be pedal operated in keeping with best practice guidance and sharps containers were observed to be safely positioned to avoid unauthorised access. Mr Smith confirmed that clinical and sharps waste generated by the Maypole Hair Clinic is collected under the clinical waste contract held by the 3fivetwo group who own and operate various services out of the building in which Maypole Hair Clinic is located.

A new treatment bed, suitable for use during hair transplants procedures was observed in treatment room five. Single use sheets were available to cover the treatment bed when treatments are being provided.

It was observed that the floor in the proposed new treatment room was tiled. The use of tiles in clinical areas is not in keeping with best practice, as the use of joints should be avoided. This was brought to the attention of Mr Smith who provided assurances that robust arrangements are in place to effectively clean the treatment room, including the floor following treatments.

Infection prevention and control

One overarching infection prevention and control (IPC) policy has been developed. The policy includes information in respect of hand hygiene, personal protective equipment (PPE), waste management, sharps management, Blood Borne Viruses Exposure (BBVE), environmental cleanliness and the management of bodily spillages. This policy was in keeping with best practice guidance.

Mr Smith confirmed that an external company is responsible for the general environmental cleaning to include the treatment rooms. The hair transplant technician is responsible for ensuring the treatment room is clean during and following treatments. Review of documentation evidenced that a cleaning schedule has been developed.

Decontamination

Mr Smith confirmed that, where possible, single use instruments will be used, however, a small number of reusable instruments will also be used. The Central Sterile Services Department (CSSD) at the Ulster Hospital will be decontaminating the reusable instruments. A service level agreement between Maypole Hair Clinic and the Ulster Hospital CSSD was in place.

Mr Smith confirmed that there are sufficient instruments to meet the demands of the second treatment room and that additional instruments will be provided should this need be identified in the future.

Areas of good practice

There were examples of good practice found in relation to infection prevention and control and decontamination.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

6.1 Conclusion

The variation to the registration application to change the name of the establishment to Maypole Hair Clinic and to include a second treatment in their registration has been approved from a care and premises perspective following this inspection.

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a quality improvement plan (QIP) is not required or included, as part of this inspection report.



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