

# Inspection Report

14 July 2021



## Urban Beauty & Skincare Clinic

Type of service: Independent Hospital – Cosmetic Laser  
Address: 33a-33b Comber Road, Belfast, BT16 2AA  
Tel No: 028 9048 4202

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Assurance, Challenge and Improvement in Health and Social Care

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>, [The Independent Health Care Regulations \(Northern Ireland\) 2005](#) and the [Minimum Care Standards for Independent Healthcare Establishments \(July 2014\)](#)

## 1.0 Service information

<p><b>Organisation/Registered Providers:</b> Mrs Helen Alcorn-Hayes and Mrs Lesley Alcorn</p>	<p><b>Registered Manager:</b> Mrs Helen Alcorn-Hayes</p> <p><b>Date registered:</b> 9 October 2019</p>
<p><b>Person in charge at the time of inspection:</b> Mrs Helen Alcorn-Hayes</p>	
<p><b>Categories of care:</b> Independent Hospital (IH) PT(L) – Prescribed techniques or prescribed technology: establishments using Class 3B or Class 4 lasers</p>	
<p><b>Brief description of how the service operates:</b> Urban Beauty &amp; Skincare Clinic has been operational since 2003 providing a range of cosmetic/aesthetic treatments. Urban Beauty &amp; Skincare Clinic is registered with the Regulation and Quality Improvement Authority (RQIA) as an Independent Hospital (IH) providing a cosmetic laser service. This inspection focused solely on those treatments that fall within regulated activity and the category of care for which the establishment is registered.</p> <p><b>Laser equipment</b></p> <p>Manufacturer: Cynosure Model: Elite Plus Wavelength: 755nm &amp; 1064nm Serial no: ELM+ 1605</p> <p><b>Laser protection advisor (LPA):</b> Ms Anna Bass (Lasermet)</p> <p><b>Laser protection supervisor (LPS):</b> Mrs Helen Alcorn-Hayes</p>	
<p><b>Medical support services:</b> Dr Paul Myers (Lasermet)</p> <p><b>Authorised operators:</b> Mrs Helen Alcorn-Hayes Mrs Grainne Dalzell-Sheppard Ms Lee McGregor</p> <p><b>Types of laser treatments provided:</b></p>	

ND:YAG Vascular treatment  
ND:YAG Hair removal  
ND: YAG Skin rejuvenation  
Alexandrite (Cynosure) Hair removal  
Alexandrite (Cynosure) Pigmented lesions

## 2.0 Inspection summary

This was an announced inspection, undertaken by a care inspector on 14 July 2021 from 9.50 am to 12.00 noon.

Due to the COVID-19 pandemic the Northern Ireland (NI) Executive issued The Health Protection (Coronavirus, Restrictions) (No. 2) (Amendment) Regulations (Northern Ireland) 2020. These regulations specified close contact services that should close for identified periods of time; as a result of these periods of closure Urban Beauty & Skincare Clinic was not inspected by RQIA during the 2020-21 inspection year.

The purpose of the inspection was to assess progress with areas for improvement identified during the last care inspection and to assess compliance with the legislation and minimum standards.

There was evidence of good practice concerning staff recruitment; authorised operator training; safeguarding; laser safety; management of medical emergencies; infection prevention and control (IPC); the management of clinical records; and effective communication between clients and staff.

Other areas of good practice identified, included; 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.

No immediate concerns were identified regarding the delivery of front line client care.

## 3.0 How we inspect

RQIA is required to inspect registered services in accordance with legislation. To do this, we gather and review the information we hold about the service, examine a variety of relevant records, meet and talk with staff and management and observe practices on the day of the inspection.

The information obtained is then considered before a determination is made on whether the establishment is operating in accordance with the relevant legislation and minimum standards. Examples of good practice are acknowledged and any areas for improvement are discussed with the person in charge and detailed in the Quality Improvement Plan (QIP).

#### 4.0 What people told us about the service

Clients were not present on the day of the inspection and client feedback was assessed by reviewing five completed client satisfaction surveys completed during June 2021. Review of these completed surveys evidenced that clients were highly satisfied with the quality of treatment, information and care received. Clients commented on the professionalism and friendliness of staff and felt they had received an excellent service.

Posters were issued to Urban Beauty & Skincare Clinic by RQIA prior to the inspection inviting clients and staff to complete an electronic questionnaire. No completed client or staff questionnaires were submitted to RQIA prior to the inspection.

All staff spoken with talked about the service in positive terms and no areas of concern were raised throughout the inspection.

#### 5.0 The inspection

##### 5.1 What has this service done to meet any areas for improvement identified at or since last inspection?

Areas for improvement from the last inspection on 15 August 2019		
<b>Action required to ensure compliance with <a href="#">The Independent Health Care Regulations (Northern Ireland) 2005</a></b>		<b>Validation of compliance</b>
<b>Area for Improvement 1</b> <b>Ref:</b> Regulation 39 (2) <b>Stated:</b> First time	The registered persons must ensure that the protective eyewear for the authorised operator and client to be worn during laser treatments is the same as specified in the local rules produced by the appointed laser protection advisor (LPA).	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> This area for improvement has been assessed as met, further detail is provided in section 5.2.8.	
<b>Action required to ensure compliance with <a href="#">Minimum Care Standards for Independent Healthcare Establishments (July 2014)</a></b>		<b>Validation of compliance</b>
<b>Area for Improvement 1</b> <b>Ref:</b> Standard 8.5 <b>Stated:</b> First time	The registered persons should contact the Information Commissioners Office (ICO) and confirm if Urban Beauty & Skincare Clinic is required to register. A record of this consultation must be retained.	<b>Met</b>

	<p><b>Action taken as confirmed during the inspection:</b> This area for improvement has been assessed as met, further detail is provided in section 5.2.9.</p>	
<p><b>Area for Improvement 2</b> <b>Ref:</b> Standard 48.11 <b>Stated:</b> First time</p>	<p>The registered persons should ensure that all actions detailed in the laser protection advisor (LPA) risk assessment dated 21 April 2018 are addressed. The laser protection supervisor (LPS) must sign and date the action points to confirm they have been addressed.</p>	<b>Met</b>
	<p><b>Action taken as confirmed during the inspection:</b> This area for improvement has been assessed as met, further detail is provided in section 5.2.8.</p>	
<p><b>Area for Improvement 3</b> <b>Ref:</b> Standard 48.4 <b>Stated:</b> First time</p>	<p>The registered persons shall ensure that document control to evidence that the local rules are valid is in place.</p>	<b>Met</b>
	<p><b>Action taken as confirmed during the inspection:</b> This area for improvement has been assessed as met, further detail is provided in section 5.2.8.</p>	
<p><b>Area for Improvement 4</b> <b>Ref:</b> Standard 48.16 <b>Stated:</b> First time</p>	<p>The registered persons shall ensure that the permanent laser safety warning sign on the treatment room door is removed. A laser safety warning sign should be displayed on the treatment room door when the laser is in use and removed when not in use as described in the local rules.</p>	<b>Met</b>
	<p><b>Action taken as confirmed during the inspection:</b> This area for improvement has been assessed as met, further detail is provided in section 5.2.8.</p>	
<p><b>Area for Improvement 5</b> <b>Ref:</b> Standard 48.20 <b>Stated:</b> First time</p>	<p>The registered persons shall ensure that written details of the planned service arrangements are retained. A detailed record of all servicing and repairs must be retained.</p>	<b>Met</b>

	<p><b>Action taken as confirmed during the inspection:</b> This area for improvement has been assessed as met, further detail is provided in section 5.2.8.</p>	
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## 5.2 Inspection outcome

### 5.2.1 How does this service ensure that staffing levels are safe to meet the needs of clients?

Mrs Alcorn-Hayes told us that there is sufficient staff in various roles to fulfil the needs of the establishment and clients. It was confirmed that treatments using the Cynosure Elite + machine are only carried out by authorised operators. A register of authorised operators for the Cynosure Elite + machine is maintained and kept up to date.

A review of training records evidenced that all authorised operators had up to date training in core of knowledge; application training for the equipment in use; basic life support; infection prevention and control; fire safety awareness and safeguarding adults at risk of harm in keeping with the RQIA training guidance.

All other staff employed in Urban Beauty & Skincare Clinic, but not directly involved in the use of the Cynosure Elite + machine, had not received laser safety awareness training. Following the inspection confirmation that support staff had received this training was submitted to RQIA.

### 5.2.2 How does the service ensure that recruitment and selection procedures are safe?

No authorised operators have been recruited since the previous inspection and Mrs Alcorn-Hayes advised that she is giving consideration to employing a senior therapist who would also be an authorised operator.

Robust recruitment and selection policies and procedures that adhered to legislation and best practice guidance for the recruitment of authorised operators were in place. Adherence to these recruitment policies and procedures will ensure that all required recruitment documentation will be sought and retained for inspection.

Discussion with Mrs Alcorn-Hayes evidenced that she is aware that should authorised operators be recruited in the future all recruitment documentation as outlined in Schedule 2 of The Independent Health Care Regulations (Northern Ireland) 2005 should be sought and retained for inspection.

Mrs Alcorn-Hayes confirmed that should authorised operators be recruited in the future they would undertake an induction programme on commencement of employment.

### **5.2.3 How does the service ensure that is equipped to manage a safeguarding issue should it arise?**

Mrs Alcorn-Hayes confirmed that laser treatments are not provided to persons under the age of 18 years.

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 or child. The relevant contact details were included for onward referral to the local Health and Social Care Trust should a safeguarding issue arise. Discussion with authorised operators confirmed that they were aware of the types and indicators of abuse and the actions to be taken in the event of a safeguarding issue being identified.

Review of records demonstrated that Mrs Alcorn-Hayes, as the safeguarding lead, has completed formal training in safeguarding adults in keeping with the Northern Ireland Adult Safeguarding Partnership (NIASP) training strategy (revised 2016) and minimum standards.

It was confirmed that copies of the regional policy entitled Co-operating to Safeguard Children and Young People in Northern Ireland (August 2017) and the regional guidance document entitled Adult Safeguarding Prevention and Protection in Partnership (July 2015) were both available for reference.

Urban Beauty & Skincare Clinic had appropriate arrangements in place to manage a safeguarding issue should it arise.

### **5.2.4 How does the service ensure that medical emergency procedures are safe?**

All authorised operators had up to date training in basic life support and were aware of what action to take in the event of a medical emergency. There was a resuscitation policy in place and a review of this evidenced that it was comprehensive, reflected legislation and best practice guidance.

Urban Beauty & Skincare Clinic had appropriate arrangements in place to manage a medical emergency.

### **5.2.5 How does the service ensure that it adheres to infection prevention and control and decontamination procedures?**

The IPC arrangements were reviewed throughout the establishment to evidence that the risk of infection transmission to clients, visitors and staff was minimised.

There was an overarching IPC policy and associated procedures in place. A review of these documents demonstrated that they were comprehensive and reflected legislation and best practice guidance in all areas.

The laser treatment room was clean and clutter free. Discussion with authorised operators demonstrated that appropriate procedures were in place for the decontamination of equipment between use.

Hand washing facilities were available in the treatment room and adequate supplies of personal protective equipment (PPE) were provided. As discussed previously, authorised operators has up to date training in infection prevention and control.

Urban Beauty & Skincare Clinic had appropriate arrangements in place in relation to IPC and decontamination

### **5.2.6 Are arrangements in place to minimise the risk of COVID-19 transmission?**

COVID-19 has been declared as a public health emergency and we all need to assess and manage the risks of COVID-19, and in particular, businesses need to consider the risks to their clients and staff.

The management of operations in response to the COVID-19 pandemic were discussed with authorised operators who outlined the measures taken by Urban Beauty & Skincare Clinic to ensure current best practice measures are in place. Appropriate arrangements are in place in relation to maintaining social distancing; implementation of enhanced IPC procedures; and the client pathway to include COVID-19 screening prior to attending appointments.

The management of COVID-19 was in line with best practice guidance and it was determined that appropriate actions had been taken in this regard.

### **5.2.7 How does the service ensure the environment is safe?**

The service has a dedicated treatment room for the Cynosure Elite + laser. 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 is available which has been serviced within the last year.

It was determined that appropriate arrangements were in place to maintain the environment.

### **5.2.8 How does the service ensure that laser and IPL procedures are safe?**

A laser safety file was in place which contained the relevant information in relation to the Cynosure Elite + laser machine. There was written confirmation of the appointment and duties of a certified LPA which is reviewed on an annual basis. The service level agreement between the establishment and the LPA was reviewed and this expires on 15 August 2021.

Up to date, Local Rules were in place which has been developed by the LPA during April 2021. These Local Rules are due to be renewed during April 2022. The Local Rules contained the relevant information about the laser being used. This addresses the previous area for improvement 3 against the standards as outlined in section 5.1.

The establishment's LPA completed a risk assessment of the premises during April 2021 and all recommendations made by the LPA have been addressed. This risk assessment supersedes the risk assessment dated 21 April 2018 and addresses the previous area for improvement 2 against the standards as outlined in section 5.1.



Mrs Alcorn-Hayes told us that laser procedures are carried out following medical treatment protocols. The medical treatment protocols had been produced by a named registered medical practitioner. The medical treatment protocols are due to expire during August 2021. Systems are in place to review the medical treatment protocols when due. The medical treatment protocols contained the relevant information about the treatments being provided.

Mrs Alcorn-Hayes, as the laser protection supervisor (LPS) has overall responsibility for safety during laser treatments and a list of authorised operators is maintained. Arrangements are in place for another authorised operator, who is suitably skilled to fulfil the role, to deputise for the LPS in their absence. Authorised operators had signed to state that they had read and understood the Local Rules and medical treatment protocols.

When the Cynosure Elite + laser machine is in use, the safety of all persons in the controlled area is the responsibility of the LPS.

The environment in which the Cynosure Elite + laser machine 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 machine is in use but can be opened from the outside in the event of an emergency.

The Cynosure Elite + laser machine is operated using a key. Arrangements are in place for the safe custody of the key when not in use. Mrs Alcorn-Hayes told us that following the pre-registration inspection protective eyewear was sourced from Cynosure on advice from the LPA. The protective eyewear available for the client and operator was compared with the protective eyewear specified in the Local Rules. This evidenced that the protective eyewear is available as specified by the LPA. This addresses the previous area for improvement 1 against the regulations as outlined in section 5.1.

The controlled area is clearly defined and not used for other purposes, or as access to areas, when treatment is being carried out. It was observed that the permanent laser safety warning sign previously fixed to the treatment room door had been removed. Authorised operators confirmed that a laser safety warning sign is only displayed when the laser equipment is in use and removed when not in use. A removable laser safety warning sign that can be secured to the treatment room door using Velcro was observed. This addresses the previous area for improvement 4 against the standards as outlined in section 5.1.

Urban Beauty & Skincare Clinic has a laser register. Authorised operators told us that they complete the register every time the Cynosure Elite + laser machine is operated, the register includes:

- 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 Cynosure Elite + laser per the manufacturer's guidance. The most recent service report for the Cynosure Elite + laser was dated October 2020. Arrangements are in place to service the laser machine in keeping with the manufacturer's instructions. This addresses the previous area for improvement 5 against the standards as outlined in section 5.1.

It was determined that appropriate arrangements were in place to operate the Cynosure Elite + laser machine.

### **5.2.9 How does the service ensure that clients have a planned programme of care and have sufficient information to consent to treatment?**

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 service has a list of fees available for each laser and IPL procedure.

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 (GP), with their consent, for further information if necessary.

Five client care records were reviewed. There was an accurate and up to date treatment record for every client which included:

- 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 was available which included the creation, storage, recording, retention and disposal of records and data protection.

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

Urban Beauty & Skincare Clinic is registered with the Information Commissioner's Office (ICO). A review of the current registration certificate evidenced that registration was effective from 24 June 2021 and is due to expire on 23 June 2022. This addresses the previous area for improvement 1 against the standards outlined in section 5.1.

### **5.2.10 How does the service ensure that clients are treated with dignity respect and involvement in the decision making process?**

Discussion with authorised operators regarding the consultation and treatment process confirmed that clients are treated with dignity and respect.

The consultation and treatment are 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 in a lockable storage case.

#### **5.2.11 How does the responsible individual assure themselves of the quality of the services provided?**

Where the entity operating the service is a corporate body or partnership or an individual owner who is not in day to day management of the service, Regulation 26 unannounced quality monitoring visits must be undertaken and documented every six months. Mrs Alcorn-Hayes is in day to day charge of the service, therefore Regulation 26 unannounced quality monitoring visits do not apply.

Policies and procedures were available outlining the arrangements associated with the laser treatments. Observations made confirmed that policies and procedures were indexed, dated and systematically reviewed on a three yearly basis or more frequently if required.

A copy of the complaints procedure was available in the establishment. Authorised operators evidenced a good awareness of complaints management.

Mrs Alcorn-Hayes confirmed that a system was in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies as appropriate.

Mrs Alcorn-Hayes demonstrated a clear understanding of her role and responsibility in accordance with legislation. Information requested by RQIA has been submitted within the specified timeframes. Mrs Alcorn-Hayes 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 displayed in a prominent place.

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

#### **5.2.12 Does the service have suitable arrangements in place to record equality data?**

The arrangements in place in relation to the equality of opportunity for patients and the importance of staff being aware of equality legislation and recognising and responding to the diverse needs of patients was discussed with authorised operators.

## **6.0 Conclusion**

Based on the inspection findings and discussions held we are satisfied that this service is providing safe and effective care in a caring and compassionate manner; and that the service is well led.

**7.0 Quality Improvement Plan/Areas for Improvement**

	<b>Regulations</b>	<b>Standards</b>
<b>Total number of Areas for Improvement</b>	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mrs Alcorn-Hayes, Registered Person, as part of the inspection process and can be found in the main body of the report.



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