

Inspection Report

11 June 2024



The Tranquil Rooms

Type of service:Cosmetic Laser\Intense Pulsed Light

Address: 41 High Street, Hollywood, BT18 9AB

Telephone number: 028 9042 4999

www.rqia.org.uk

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 [Minimum Care Standards for Independent Healthcare Establishments \(July 2014\)](#)

1.0 Service information

Organisation/Provider: Ms Michelle Dale	Registered Manager: Ms Michelle Dale Date registered: 9.October 2023
Person in charge at the time of inspection: Ms Michelle Dale	
Categories of care: Independent Hospital (IH) Prescribed techniques or prescribed technology: establishments using Class 3B or Class 4 lasers PT(L) and/or Prescribed techniques or prescribed technology: establishments using intense light sources PT(IL)	
Brief description of how the service operates: The Tranquil Rooms is registered with the Regulation and Quality Improvement Authority (RQIA) as an Independent Hospital (IH) with the following categories of care: PT(L) Prescribed techniques or prescribed technology: establishments using Class 3B or Class 4 lasers and/or PT(IL) Prescribed techniques or prescribed technology: establishments using intense light sources. The Tranquil Rooms also provides a range of cosmetic/aesthetic treatments. This inspection focused solely on those treatments using a Class 4 laser and an intense pulse light (IPL) multi platform machine that fall within regulated activity and the categories of care for which the establishment is registered with RQIA. Equipment available in the service: Multi platform equipment: Manufacturer: Sonic Medical Systems Ltd Model: Zeolight Serial Number: ZL011118-01 Laser Class: 4 Wavelength:532 and 1064nm; 495 – 950nm Handpieces: 5 The Sonic Medical Systems Ltd Zeolight is a multi-platform machine that is capable of operating as a laser and an IPL by changing the hand piece.	

Types of laser treatments provided:

Tattoo removal

Types of IPL treatments provided:

Hair removal

2.0 Inspection summary

This was an announced inspection, undertaken by a care inspector on 11 June 2024 from 10.00 am to 12.45 pm.

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; safeguarding; laser and IPL safety; management of medical emergencies; infection prevention and control; adherence to best practice guidance in relation to COVID-19; the management of clinical records; and effective communication between clients and staff.

Additional 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 discussing the arrangement regarding client satisfaction surveys issued by The Tranquil Rooms. This matter is discussed further in section 5.2.10.

Posters were issued to The Tranquil Rooms by RQIA prior to the inspection inviting clients and staff to complete an electronic questionnaire.

Eight clients submitted responses. Client responses indicated that they felt their care was safe and effective, that they were treated with compassion and that the service was well led. All clients indicated that they were very satisfied with each of these areas of their care. All eight client responses included complimentary comments on the professional and welcoming approach of staff and stated they had received a very high standard of care and treatment.

One staff submitted questionnaire responses. The staff member responses indicated that they felt client care was safe, effective, that clients were treated with compassion and that the service was well led. All staff indicated that they were very satisfied with each of these areas of client care.

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 5 May 2023		
Action required to ensure compliance with Minimum Care Standards for Independent Healthcare Establishments (July 2014)		Validation of compliance
Area for Improvement 1 Ref: Standard 48.3 and 48.4 Stated: First time	The applicant registered person shall ensure that the medical treatment protocols have been reviewed by a named registered medical practitioner and are up to date. A system should be developed to ensure continuous review of the medical treatment protocols.	Met
	Action taken as confirmed during the inspection: This area for improvement has been assessed as met, further detail is provided in section 5.2.8.	

Area for Improvement 2	The registered person shall ensure that protective eyewear is provided for the authorised operator in accordance with the local rules.	Met
Ref: Standard 48.17	Action taken as confirmed during the inspection:	
Stated: First time	This area for improvement has been assessed as met, further detail is provided in section 5.2.8	

5.2 Inspection outcome

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

Ms Dale told us that laser and IPL treatments are carried out by her as the authorised operator. The register of authorised operators for the multi platform equipment reflects that Ms Dale is the authorised operator.

A review of training records evidenced that Ms Dale has up to date training in core of knowledge training, application training for the equipment in use, infection prevention and control, and safeguarding adults at risk of harm in keeping with the RQIA training guidance. Review of training records evidenced that basic life support and fire safety awareness training were due for renewal during May 2024. Advice and guidance was provided to Ms Dale on the frequency of RQIA mandatory training requirements and following the inspection RQIA received confirmation that this training had been renewed.

It was determined that appropriate staffing levels were in place to meet the needs of clients and that staff are suitably trained.

As a result of the action taken following the inspection it was determined that appropriate staffing levels were in place to meet the needs of clients and that staff are suitably trained.

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

The Tranquil rooms does not employ any other authorised operators and did not have a recruitment and selection policy and procedure in place. Advice and guidance has been provided to Ms Dale on the development of a recruitment and selection policy in line with legislation and best practice guidance for the recruitment of authorised operators in the future. During discussion Ms Dale confirmed 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 will be sought and retained for inspection.

It was determined that the recruitment of authorised operators complies with the legislation and best practice guidance.

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

Ms Dale stated that laser and IPL treatments are not provided to persons under the age of 18 years.

A policy and procedure was in place for the safeguarding and protection of adults at risk of harm. The policy 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 were included for onward referral to the local Health and Social Care Trust should a safeguarding issue arise.

Discussion with Ms Dale confirmed that she was 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 Ms Dale, 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 a copy of the regional guidance document entitled Adult Safeguarding Prevention and Protection in Partnership (July 2015) were available for reference.

It was determined that the service 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?

As discussed in section 5.2.1 a review of training identified that Ms Dales basic life support training was due for renewal and that RQIA received confirmation following the inspection that this matter had been addressed. Ms Dale was aware of what action to take in the event of a medical emergency. There was a written protocol in place for dealing with recognised medical emergencies.

As a result of the action taken following the inspection it was determined that the service 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 (IPC) 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.

The laser and IPL treatment room was clean and clutter free. Discussion with Ms Dale 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 Dale had up to date training in IPC.

It was determined that the service 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?

The management of operations to minimise the risk of COVID-19 transmission were discussed with Ms Dale who outlined the measures that taken by The Tranquil Rooms to ensure current best practice measures are in place.

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

5.2.7 How does the service ensure the environment is safe?

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 (CO₂) 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 multi platform equipment. There was written confirmation of the appointment and duties of a certified laser protection advisor (LPA) which is reviewed on an annual basis. The service level agreement between the establishment and the LPA was reviewed and this expires during June 2025.

Up to date, local rules were in place which have been developed by the LPA. The local rules contained the relevant information about the multi platform equipment being used.

The establishment's LPA completed a risk assessment of the premises during June 2024 and no recommendations were made by the LPA.

Ms Dale confirmed that laser and IPL procedures are carried out following medical treatment protocols. The medical treatment protocols had been produced by a named registered medical practitioner. It was demonstrated that the protocols contained the relevant information about the treatments being provided and are due to expire during February 2025. It was established that systems are in place to review the medical treatment protocols when due.

It was determined that the previous area for improvement 1 made against the standards, as outlined in section 5.1, has been met.

Ms Dale, as the laser protection supervisor (LPS) and authorised operator has overall responsibility for safety during laser and IPL treatments and a list of authorised operators is maintained. Ms Dale had signed to state that she had read and understood the local rules and medical treatment protocols.

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

The environment in which the multi platform equipment is used was found to be safe and controlled to protect other persons while treatment is in progress. The controlled area is clearly defined and not used for other purposes, or as access to areas, when treatment is being carried out.

The door to the treatment room is locked when the multi platform equipment is in use but can be opened from the outside in the event of an emergency. Ms Dale was aware that the laser safety warning sign should only be displayed when the multi platform equipment is in use and removed when not in use.

The multi platform equipment is operated using a key. Arrangements are in place for the safe custody of the key when not in use. Protective eyewear is available for the client and operator as outlined in the local rules. It was determined that the previous area for improvement 2 made against the standards, as outlined in section 5.1, has been met.

The Tranquil Rooms has a laser and IPL register, this register has two distinct sections to differentiate between laser and IPL treatments. Review of the register identified that it required further development as it did not include all the required information. Advice and guidance was provided to Ms Dale in this regard and Ms Dale updated the register during the inspection.

Ms Dale gave RIQA assurances that following the inspection all relevant sections of the register would be completed every time the equipment is operated. The register, as updated during the inspection included:

- 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 multi platform equipment in line with the manufacturer's guidance. The most recent service report of the multi platform equipment was reviewed.

As a result of the action taken during the inspection it was determined that appropriate arrangements were in place to operate the multi platform equipment.

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

Ms Dale confirmed that clients are provided with an initial consultation to discuss their treatment and any concerns they may have. There is written information for clients that provides a clear explanation of any treatment and includes effects, side-effects, 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 each client's personal information is recorded, however it was identified that this did not include their general practitioner (GP) details. Ms Dale was advised to include GP details in keeping with legislative requirements and clients are asked to complete a health questionnaire.

Three 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.

The service has a policy for advertising and marketing.

It was determined that appropriate arrangements were in place to ensure that clients have a planned programme of care and have sufficient information to consent to treatment.

5.2.10 How does the service ensure that clients are treated with dignity, respect and are involved in the decision making process?

Discussion with Ms Dale 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.

Ms Dale told us that clients are provided with the opportunity to complete a satisfaction survey when their treatment is complete. Ms Dale is aware that the results of these are required to be collated to provide an anonymised summary report which is made available to clients and other interested parties. Ms Dale confirmed that an action plan would be developed to inform and improve services provided, if appropriate. Following the inspection Ms Dale provided RQIA with a summary of findings based on the satisfaction questionnaires issued to clients.

It was determined that appropriate arrangements were in place to ensure that clients are treated with dignity, respect and are involved in decisions regarding their choice of treatment.

5.2.11 How does the registered provider assure themselves of the quality of the services provided?

Where the business entity operating the service is a corporate body or partnership or an individual owner who is not in day to day management of the practice, unannounced quality monitoring visits by the registered provider must be undertaken and documented every six months; as required by Regulation 26 of The Independent Health Care Regulations (Northern Ireland) 2005.

Ms Dale was in day to day management of the practice, therefore the unannounced quality monitoring visits by the registered provider are not applicable.

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

The arrangements for the management of complaints and incidents were reviewed to ensure that they were being managed in keeping with legislation and best practice guidance.

The complaints policy and procedure provided clear instructions for patients and staff to follow. Clients were made aware of how to make a complaint by way of the client's guide.

Arrangements were in place to record any complaint received in a complaints register and retain all relevant records including details of any investigation undertaken, all communication with complainants, the outcome of the complaint and the complainant's level of satisfaction.

Discussion with Ms Dale confirmed that no complaints had been received since the previous inspection.

Discussion with Ms Dale confirmed that an incident policy and procedure was in place which includes the reporting arrangements to RQIA. Ms Dale confirmed that incidents would be effectively documented and investigated in line with legislation. All relevant incidents are reported to RQIA and other relevant organisations in accordance with legislation and RQIA [Statutory Notification of Incidents and Deaths](#). Arrangements are in place to audit adverse incidents to identify trends and improve service provided.

Ms Dale demonstrated a clear understanding of her role and responsibility in accordance with legislation.

Ms Dale is aware 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.

It was determined that suitable arrangements are in place to enable Ms Dale to assure herself of the quality of the services provided.

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 clients and the importance of staff being aware of equality legislation and recognising and responding to the diverse needs of clients was discussed with Ms Dale.

6.0 Quality Improvement Plan/Areas for Improvement

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



The Regulation and Quality Improvement Authority
James House
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA

Tel 028 9536 1111
Email info@rqia.org.uk
Web www.rqia.org.uk
 [@RQIANews](https://twitter.com/RQIANews)