

Inspection Report

23 May 2023



The Cottage Health and Beauty Spa

Type of service: Independent Hospital – Cosmetic Laser/Intense Pulse Light (IPL)
Address: 7 Old Moy Road, Dungannon, BT71 6PS
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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

<p>Organisation/Registered Provider: Cottage Dungannon Limited</p> <p>Responsible Individual: Mr John O’Kane</p>	<p>Registered Manager: Mrs Grace O’Kane</p> <p>Date registered: 16 December 2019</p>
<p>Person in charge at the time of inspection: Mrs Grace O’Kane</p>	
<p>Categories of care: Independent Hospital (IH) Prescribed techniques or prescribed technology: establishments using Class 3B or Class 4 lasers PT(L) and prescribed techniques or prescribed technology: establishments using intense light sources PT(IL)</p>	
<p>Brief description of how the service operates: The Cottage Health and Beauty Spa 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 PT(IL) prescribed techniques or prescribed technology: establishments using intense light sources.</p> <p>The Cottage Health and Beauty Spa also provides a range of cosmetic/aesthetic treatments. This inspection focused solely on those treatments using a Class 4 laser and intense pulse light (IPL) machine that fall within regulated activity and the categories of care for which the establishment is registered with RQIA.</p> <p>Equipment available in the service:</p> <p>Laser equipment:</p> <p>Manufacturer: Ellipse Model: Nordlys Nordus Frax 1550 Serial Number: (21) 18120728</p> <p>The Ellipse Nordus Frax machine is a multi-platform machine that is capable of providing both laser and IPL treatments by changing the treatment heads. Laser and IPL treatments heads are available in the establishment.</p> <p>Laser protection advisor (LPA): Mr Simon Wharmby</p>	

Laser protection supervisor (LPS):

Mrs Grace O’Kane

Medical support services:

Dr Mervyn Patterson

Authorised operators:

Mrs Grace O’Kane

Ms Adele Ewing

Ms Julie Richardson

Types of laser treatments provided:

Fungal nail

Vascular lesions

Skin resurfacing

Types of IPL treatments provided:

Hair removal

Skin rejuvenation (Rosacea/vascular and pigmentation)

2.0 Inspection summary

This was an announced inspection, undertaken by a care inspector on 23 May 2023 from 10.50 am to 2.20 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.

The Cottage Health and Beauty Spa had previously been providing laser and IPL treatments in two treatment rooms using two laser/IPL machines however Mrs O’Kane confirmed that since the previous inspection one of the machines had been removed and laser and IPL treatment are now only carried out in one treatment room using the Ellipse Nordus Frax multi-platform machine. This inspection focused only on the treatment room and multi-platform machine currently in use.

There was evidence of good practice concerning staff recruitment; authorised operator training; safeguarding; management of medical emergencies; 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.

Several issues were identified in relation to laser safety that were to be actioned and following the inspection RQIA received confirmation that these issues had been addressed.

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 the most recent client satisfaction surveys completed by The Cottage Health and Beauty Spa. It was confirmed that clients are provided with the opportunity to complete a satisfaction survey when their treatment is complete and recently completed client satisfaction surveys were reviewed. Mrs O’Kane was advised to ensure that the results of these are collated to provide an anonymised summary report which is made available to clients and other interested parties and an action plan developed to inform and improve services provided, if appropriate. Following the inspection RQIA received evidence that this had been actioned.

Posters were issued to The Cottage Health and Beauty Spa 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.

5.0 The inspection

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

The last inspection to The Cottage Health and Beauty Spa was undertaken on 30 March 2022; no areas for improvement were identified.

5.2 Inspection outcome

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

Mrs O’Kane told us there are sufficient staff in the various roles to fulfil the needs of the establishment and clients. Mrs O’Kane confirmed that laser and IPL treatments are only carried out by authorised operators and a register of authorised operators was 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 training, 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.

It was confirmed that all other staff employed at the establishment, but not directly involved in the use of the multi-platform equipment, had received laser safety awareness training however there was no documentation to evidence this. Following the inspection RQIA received evidence that a laser safety training awareness session had been undertaken in this respect.

Appropriate staffing levels were in place to meet the needs of clients.

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

Recruitment and selection policies and procedures were in place, which adhered to legislation and best practice guidance for the recruitment of authorised operators. These arrangements will ensure that all required recruitment documentation will be sought and retained for inspection.

There have been no authorised operators recruited since the previous inspection. Mrs O’Kane 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 would be sought and retained for inspection.

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?

It was confirmed that laser and IPL 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 one of the authorised operators 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 Mrs O’Kane, as the safeguarding lead, has completed formal level two 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.

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?

All authorised operators had up to date training in basic life support and discussion with one of the authorised operators confirmed that they 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, and reflected best practice guidance.

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 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/IPL treatment room was clean and it was advised that the room is decluttered to aid effective cleaning and attention should be given to ensure the venetian blinds are cleaned effectively. Assurances were given that this would be actioned.

Discussion with one of the authorised operators evidenced that procedures were in place for the decontamination of equipment between use. However, it was identified that some of the protective eyewear provided had not been cleaned effectively since last in use. This was discussed and it was advised that the protective eyewear is cleaned in between use in accordance with manufacturer’s instructions. It was also advised that the cleaning schedules are reviewed to include the venetian blinds in the treatment room and all of the protective eyewear used for laser and IPL treatments. Following the inspection RQIA received confirmation that this had been actioned.

Hand washing facilities were available and adequate supplies of personal protective equipment (PPE) were provided. As discussed previously, authorised operators have up to date training in IPC.

Addressing the issues identified in relation to the treatment room and the protective eyewear will ensure that the arrangements in place in relation to IPC and decontamination are in keeping with best practice.

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

The management of operations in response to the COVID-19 pandemic were discussed with Mrs O’Kane and an authorised operator who outlined the measures taken by The Cottage Health and Beauty Spa to ensure current best practice measures are in place.

Following the inspection RQIA provided a copy of the most up to date guidance from the Public Health Agency, Infection Prevention and Control Measures for Respiratory illnesses March 2023, and advised that a risk assessment is undertaken and the COVID 19 policy updated in line with best practice. Following the inspection RQIA received confirmation that this had been actioned.

The actions taken following the inspection will ensure that the management of COVID-19 will be in line with best practice guidance.

5.2.7 How does the service ensure the environment is safe?

As discussed the service now has one treatment room used to provide laser and IPL treatments along with another treatment room and access to storage rooms. The premises were maintained to a good standard of maintenance and décor. As previously discussed the cleaning schedules should be reviewed to include the venetian blinds and all of the protective eyewear used for laser treatments.

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 however some of the information in relation to laser and IPL equipment contained within the file was not up to date. The written confirmation of the appointment and duties of a certified LPA and the service level agreement between the establishment and the LPA reviewed had expired on 31 August 2022. This was discussed and it was advised that The Cottage Health and Beauty Spa should ensure that there is an up to date service level agreement between the establishment and an LPA in place and reviewed on an annual basis. Following the inspection RQIA received evidence that a service level agreement with the LPA had been reviewed and expires on 31 August 2024.

Local rules were in place which have been developed by the LPA. However, the local rules had not been updated to reflect the recent changes in the number of laser/IPL machines and treatment rooms in. It was also noted that the local rules did not include the details of the LPS and their responsibilities or the details of the Northern Ireland Adverse Incident Centre (NIAIC) as one of the relevant bodies that incidents should be reported.

Mrs O’Kane was advised to consult with her LPA to ensure that the local rules are amended accordingly and following the inspection RQIA received evidence that the local rules had been amended accordingly.

The establishment’s LPA had completed a risk assessment of the premises during August 2021 and Mrs O’Kane confirmed that all recommendations made by the LPA have been addressed.

It was confirmed that laser and IPL procedures are carried out following medical treatment protocols. It was confirmed that the medical treatment protocols contained the relevant information about the treatments being provided. The medical treatment protocols in place had been signed during 2019 by a named registered medical practitioner. A copy of an email from the registered medical practitioner identified that the medical treatment protocols were due to expire during August 2023. The email did not list the individual medical treatment protocols in place and advice was given to ensure that upon review each medical treatment protocol is individually signed and dated by the registered medical practitioner. Following the inspection RQIA received evidence that this had been addressed.

Mrs O’Kane, as the LPS has overall responsibility for safety during the laser and IPL treatments and a list of authorised operators has been maintained. Authorised operators had signed to state that they 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. Discussion with an authorised operator confirmed that the laser safety warning sign is only 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.

Discussion with an authorised operator identified that there was some confusion regarding the type of protective eyewear to be used for each treatment for the client and the authorised operator. There were several sets of protective eyewear available however the authorised operator could not confirm that the protective eyewear in place was as outlined in the local rules. Two sets of eyewear had not been cleaned effectively and one set had broken lenses and were not fit for purpose. Mrs O’Kane was advised to consult with her LPA to ensure that the protective eyewear in place was as outlined in the local rules, that all authorised operators are aware of the type of protective eyewear to be used for each treatment and also to ensure that the protective eyewear provided is cleaned effectively between use and fit for purpose. Following the inspection RQIA received confirmation that the eyewear provided had been effectively cleaned and was fit for purpose. The service had also consulted with their LPA to ensure that the correct protective eyewear is in place, and assurances have been given that all authorised operators are now aware of the type of protective eyewear to be used for each treatment as outlined in the local rules.

The Cottage Health and Beauty Spa has two laser/IPL registers currently in place. It was confirmed that each authorised operator will complete the relevant section of the register every time the equipment 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

A discussion took place regarding the arrangements in place to service and maintain the multi-platform equipment. It was identified that the service was last completed on 24 November 2021. Mrs O'Kane was advised to ensure that the service of the multi-platform machine is in line with the manufacturer's guidance. Following the inspection RQIA received evidence that the multi-platform machine had been serviced the day after the inspection.

Addressing the issues identified above will ensure that appropriate arrangements are 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?

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/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 including their general practitioner (GP) details in keeping with legislative requirements and clients are asked to complete a health questionnaire.

Two client care records were reviewed. There was an accurate and up to date treatment record for each 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.

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 an authorised operator 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. As previously discussed 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.

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 a dental practice 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.

Mrs O'Kane is the nominated individual with overall responsibility for the day to day management of the practice and is responsible for reporting to Mr O'Kane the responsible individual. Mr O'Kane monitors the quality of services and undertakes a visit to the premises at least every six months in accordance with legislation. Reports of the unannounced monitoring visits along with any identified actions were available for inspection.

Policies and procedures were available outlining the arrangements associated with the laser and IPL treatments. Observations made confirmed that all policies and procedures in the establishment were indexed, dated and systematically reviewed on a three yearly basis or more frequently if required. Mrs O'Kane was advised to ensure that the name is recorded of the person issuing and reviewing all policies and procedures.

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. Mrs O'Kane confirmed that no complaints had been received since the previous inspection.

An incident policy and procedure was in place which includes the reporting arrangements to RQIA. Mrs O’Kane was advised to include the details of NIAIC as one of the relevant bodies that incidents should be reported. Mrs O’Kane confirmed that incidents would be effectively documented, investigated in line with legislation and reported to RQIA and other relevant organisations in accordance with legislation and RQIA Statutory Notification of Incidents and Deaths.

Mrs O’Kane has a clear understanding of her role and responsibility in accordance with legislation. Mrs O’Kane confirmed that the statement of purpose and client’s guide are kept under review, revised and updated when necessary and available on request. The clients guide reviewed included reference to treating clients under the age of 18 years however, it was confirmed that the establishment only offers laser and IPL treatments to clients over 18 therefore the client guide was amended accordingly following the inspection.

The RQIA certificate of registration was displayed in a prominent place.

Employers liability insurance was displayed however there was no evidence that this included public liability. Evidence of professional indemnity insurance to cover the laser and IPL treatments was not available to review. Following the inspection a copy of the insurance requested was submitted to RQIA and expires on 5 August 2023.

It was determined that suitable arrangements are in place to enable the responsible individual to assure themselves 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 Mrs O’Kane and an authorised operator.

7.0 Quality Improvement Plan/Areas for Improvement

	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 Mrs O’Kane and an authorised operator as part of the inspection process and can be found in the main body of the report.



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