

Inspection Report

1 July 2021



Woodford Medical Ltd

Type of service: Independent Hospital (IH) –
Intense Pulse Light (IPL) and Private Doctor Service
Address: Unit 1B, Marlborough House, 348 Lisburn Road, Belfast, BT9 6AL
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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 the [Minimum Care Standards for Independent Healthcare Establishments \(July 2014\)](#)

1.0 Service information

Organisation/Registered Provider: Woodford Medical Ltd	Registered Manager: Dr Mervyn Patterson
Responsible Individual: Dr Mervyn Patterson	Date registered: 26 January 2016
Person in charge at the time of inspection: Dr Mervyn Patterson	
Categories of care: Independent Hospital (IH) PT(IL) Prescribed techniques or prescribed technology: establishments using intense light sources and PD- Private Doctor	
Brief description of how the service operates: Woodford Medical Ltd is registered with the Regulation and Quality Improvement Authority (RQIA) as an Independent Hospital (IH) providing a dermatological IPL service and a private doctor service. It provides a range of cosmetic/aesthetic treatments. This inspection focused solely on those treatments that fall within regulated activity and the categories of care for which the establishment is registered.	
Equipment available in the service: Laser and IPL equipment Manufacturer: Palomar Model: Starlux 500 IPL Serial Number: 55-0209 Laser Class: 4 It was established that the Palomar Starlux 500 IPL machine is a multi-platform machine and since the previous inspection a laser handpiece has been purchased for this machine. Woodford Medical Ltd does not have a laser category of care. Before laser treatments can be provided a variation to registration application to add a PT(L) Prescribed techniques or prescribed technology: establishments using Class 3B or Class 4 lasers category of care must be submitted to RQIA and approved. This is discussed further in section 5.2.13 of this report.	
Laser protection advisor (LPA): Mr Godfrey Town	
Laser protection supervisor (LPS): Dr Mervyn Patterson	

Medical support services:

Dr Mervyn Patterson

Authorised operators:

Dr Mervyn Patterson and Ms Kerry Patterson

Types of proposed laser treatments:

Skin rejuvenation
 Fractional resurfacing
 Treatment of scars

Types of IPL treatments provided:

Photo rejuvenation
 Epilation (hair removal)

2.0 Inspection summary

This was an announced inspection, undertaken by a care inspector on 1 July 2021 from 10.00 am to 12.15 pm.

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 Woodford Medical Ltd 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 and IPL safety; management of medical emergencies; infection prevention and control (IPC); 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.

One area for improvement was identified against the regulations to submit a variation to registration application to add a laser category of care, this is discussed in section 5.2.13.

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 Woodford Medical Ltd.

Posters were issued to Woodford Medical Ltd 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.

Dr Patterson told us that during identified time periods clients are encouraged to complete a satisfaction survey and that the results of these are collated to provide a summary report which is made available to clients and other interested parties. Due to the periods of closure during the 2020/21 inspection year a summary report was not generated. Now that the service is operational again Dr Patterson confirmed that priority will be given to encouraging clients to complete a satisfaction survey and that an action plan would be developed to inform and improve services provided, if appropriate.

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 Woodford Medical Ltd was undertaken on 18 February 2020; 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?

Dr Patterson told us that there is sufficient staff in the various roles to fulfil the needs of the establishment and clients. It was confirmed that treatments using the Palomar Starlux 500 machine are only carried out by authorised operators. A register of authorised operators for the Palomar Starlux 500 machine has been maintained and kept up to date.

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

All other staff employed in Woodford Medical Ltd, but not directly involved in the use of the Palomar Starlux 500 machine, had not received laser safety awareness training. Following the inspection confirmation that support staff had received this training was submitted to RQIA.

It was confirmed that Dr Patterson is the only private doctor providing treatments in Woodford Medical Ltd. A review of Dr Patterson's details confirmed there was evidence of the following:

- confirmation of identity
- current General Medical Council (GMC) registration
- professional indemnity insurance
- qualifications in line with service provided
- ongoing professional development and continued medical education that meets the requirements of the Royal Colleges and GMC
- evidence of ongoing annual appraisal by a trained medical appraiser
- an appointed responsible officer
- arrangements for revalidation

Evidence was available that staff who have professional registration undertake continuing professional development (CPD) in accordance with their professional body's recommendations. Discussion with Dr Patterson and review of documentation confirmed that authorised operators take part in appraisal on an annual basis.

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 Dr Patterson advised that there are no plans to recruit authorised operators in the near future.

There were robust recruitment and selection policies and procedures, that adhered to legislative and best practice that ensured suitably skilled and qualified staff work in the practice. Adherence to these recruitment policies and procedures will ensure that all required recruitment documentation will be sought and retained for inspection. Discussion with Dr Patterson evidenced that he 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, as amended should be sought and retained for inspection.

Dr Patterson 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 it is equipped to manage a safeguarding issue should it arise?

Dr Patterson confirmed that treatments using the Palomar Starlux 500 machine or private doctor services are not offered 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 Dr Patterson evidenced that he was aware of the types and indicators of abuse and the actions to be taken in the event of a safeguarding issue being identified.

A review of training records evidenced that all staff involved in the delivery of regulated services had received training in safeguarding children and adults as outlined in the Minimum Care Standards for Independent Healthcare Establishments July 2014. It was confirmed that the safeguarding lead has completed formal training in safeguarding adults in keeping with the Northern Ireland Adult Safeguarding Partnership (NIASP) training strategy (revised 2016). It was observed 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 Dr Patterson was 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.

The storage arrangements for the injectables used by Dr Patterson and an identified aesthetic therapist were reviewed and found to be in accordance with manufacturer's instructions. Adrenaline is available for use in the event of an anaphylaxis event. Robust systems were in place to ensure these medicines do not exceed their expiry date and are immediately available.

The arrangements for writing a prescription were discussed with Dr Patterson who stated that he rarely is required to write a private prescription that would be dispensed by a community pharmacist. Suitable arrangements were in place concerning private prescriptions.

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 in all areas.

The room used for providing treatments using the Palomar Starlux 500 machine and the treatment room used to provide the private doctor service were observed to be clean and clutter free.

Discussion with Dr Patterson evidenced that appropriate procedures were in place for the decontamination of the Palomar Starlux 500 machine between use. Hand washing facilities were available and adequate supplies of personal protective equipment (PPE) were provided. As discussed previously, authorised operators had up to date training in infection prevention and control.

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?

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 Dr Patterson who outlined the measures taken by Woodford Medical Ltd 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 establishment has two treatment rooms and access to storage rooms. The establishment was 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 was available which has been serviced within the last year.

A review of a fire safety file evidenced that a fire risk assessment had been completed during January 2021; that staff had completed fire safety awareness training; and that emergency lighting and firefighting equipment had been serviced and maintained in accordance with best practice guidance.

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 Palomar Starlux 500 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 11 April 2022.

Up to date, Local Rules were in place, that have been developed by the LPA. A review of these Local Rules evidenced that they included information in relation to both the IPL and laser handpieces.

The establishment's LPA completed a risk assessment of the premises during April 2021 and all recommendations made by the LPA have been addressed.

Dr Patterson told us that laser and IPL procedures are carried out following medical treatment protocols that have been produced by Dr Patterson who is a registered medical practitioner. The medical treatment protocols are due to expire during March 2022 and systems are in place to review these when due. The medical treatment protocols contained the relevant information about the treatments being provided.

Dr Patterson, as the LPS has overall responsibility for safety during laser and IPL 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 Palomar Starlux 500 machine is in use, the safety of all persons in the controlled area is the responsibility of the LPS.

The environment in which the Palomar Starlux 500 machine 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 Palomar Starlux 500 machine 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 for both the laser and IPL handpieces.

The controlled area is clearly defined and not used for other purposes, or as access to areas, when treatment is being carried out. The treatment room has a door that can be used to access an adjoining office. Dr Patterson confirmed that both doors are locked when treatments are being provided. Authorised operators were aware that the laser safety warning signs should only be displayed when the Palomar Starlux 500 machine is in use and removed when not in use.

Woodford Medical Ltd has a register in which they record treatments using the Palomar Starlux 500 machine. This was reviewed and it was noted that laser and IPL treatments have been recorded in the same register. A small number of laser treatments have been provided and Dr Patterson was advised that laser treatments must not be provided until a PT (L) category of care has been added to the registration of Woodford Medical Ltd. Dr Patterson was also advised that when they are registered to provide laser treatments, all laser and IPL treatments must be recorded separately in the register. This can be done in two distinct sections in the one register to differentiate between laser and IPL treatments.

Dr Patterson told us that authorised operators complete 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

There are arrangements in place to service and maintain the Palomar Starlux 500 machine in line with the manufacturer's guidance. The most recent service report reviewed was dated June 2021.

It was determined that appropriate arrangements were in place to operate the Palomar Starlux 500 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 treatment using the Palomar Starlux 500 machine and for the private doctor services.

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.

Six client care records were reviewed. Four of these were in relation to treatments provided using the Palomar Starlux 500 machine and two were in relation to the private doctor medical services. 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)
- record of injectables administered to include injection site, dose administered, labels with batch numbers and expiry dates

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 which is in line with legislation.

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

Discussion with Dr Patterson regarding the consultation and treatment process confirmed that clients are treated with dignity and respect. The consultation and treatments are provided in a private room with the client and authorised operator present for laser and IPL treatments and with Dr Patterson for private doctor services. 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. Dr Patterson is based in England and he provides the private doctor services in Woodford Medical Ltd for a week every month. There is a nominated individual with overall responsibility for the day to day management of the establishment when Dr Patterson is not onsite. Dr Patterson does undertake unannounced quality monitoring visits and reports are made available to clients and interested parties. These reports were not reviewed during the inspection.

Policies and procedures were available outlining the arrangements associated with the laser/IPL treatments and private doctor service. 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. Dr Patterson evidenced a good awareness of complaints management.

Dr Patterson confirmed that a system was in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies as appropriate.

Dr Patterson demonstrated a clear understanding of his role and responsibility in accordance with legislation. Information requested by RQIA has been submitted within the specified timeframes.

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

5.2.13 Additional areas reviewed – registration status of Woodford Medical Ltd

As discussed in section 1.0 of this report, since the previous inspection a laser handpiece has been purchased for the Palomar Starlux 500 machine. Dr Patterson was advised that Woodford Medical Ltd does not have a laser category of care and treatments using the laser handpiece must cease until such times as the establishment have a laser category of care.

Dr Patterson must submit a variation to registration application on behalf of Woodford Medical Ltd to add a PT(L) Prescribed techniques or prescribed technology: establishments using Class 3B or Class 4 lasers category of care. The appropriate fee and amended statement of purpose and client guide reflecting that the establishment now offers laser treatments must also be submitted with the variation application.

It was confirmed during this inspection that the LPA has been informed that a laser handpiece has been purchased for the Palomar Starlux 500 machine. The LPA risk assessment and Local Rules have both been updated to include the laser handpiece and medical treatment protocols have been developed by Dr Patterson.

An area for improvement against the regulations has been made to submit a variation to registration application and supporting documents.

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 by the responsible individual.

7.0 Quality Improvement Plan/Areas for Improvement

	Regulations	Standards
Total number of Areas for Improvement	1	0

Areas for improvement have been identified where action is required to ensure compliance with [The Regulation and Improvement Authority \(Registration\) Regulations \(Northern Ireland\) 2005](#).

The area for improvement and details of the QIP were discussed with Dr Patterson, Responsible Individual, as part of the inspection process. The timescales for completion commence from the date of inspection.

Quality Improvement Plan

Action required to ensure compliance with [The Regulation and Improvement Authority \(Registration\) Regulations \(Northern Ireland\) 2005](#)

Area for improvement 1

Ref: Regulation 12

Stated: First time

To be completed by:
26 August 2021

The responsible individual shall submit a variation to registration application on behalf of Woodford Medical Ltd to add the following category of care: PT(L) Prescribed techniques or prescribed technology: establishments using Class 3B or Class 4 lasers. The appropriate fee and supporting documentation (amended statement of purpose and client guide) must be submitted with the application.

Ref: 5.2.13

Response by registered person detailing the actions taken:

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



The Regulation and
Quality Improvement
Authority

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