

Announced Care Inspection Report 30 July 2019



Laser Solutions @ Aaromatica

**Type of Service: Independent Hospital (IH) – Cosmetic
Intense Pulse Light (IPL) Service**

Address: 343 Ormeau Road, Belfast, BT7 3GL

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Inspector: Elizabeth Colgan

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

Laser Solutions @ Aaromatica is registered as an Independent Hospital (IH) with the following category of care: Prescribed techniques or prescribed technology: establishments using intense light sources PT (IL). The establishment provides a range of cosmetic/aesthetic treatments using an intense pulse light (IPL) machine.

IPL equipment

Manufacturer: Ellipse
 Model: Light SPT Intense Pulsed Light System
 Serial Number: 05030347

Laser protection advisor (LPA) – Mr Irfan Azam (Lasernet)

Laser protection supervisor (LPS) – Ms Michelle Deighan

Medical support services – Dr Paul Myers

Authorised operator – Ms Michelle Deighan

Types of treatment provided – Hair removal, skin rejuvenation, vascular/thread veins, pigmentation and acne.

3.0 Service details

Organisation/Registered Provider: Ms Michelle Deighan Laser Solutions @ Aaromatica	Registered Manager: Ms Michelle Deighan
Person in charge at the time of inspection: Ms Michelle Deighan	Date manager registered: 21 September 2009
Categories of care: Independent Hospital (IH) PT(IL) Prescribed techniques or prescribed technology: establishments using intense light sources	

4.0 Inspection summary

An announced inspection took place on 30 July 2019 from 10.50 to 12.20.

This inspection was underpinned by The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, The Independent Health Care Regulations (Northern Ireland) 2005, The Regulation and Improvement Authority (Independent Health Care) (Fees and Frequency of Inspections) (Amendment) Regulations (Northern Ireland) 2011 and the Department of Health (DOH) Minimum Care Standards for Independent Healthcare Establishments (July 2014).

The inspection assessed progress with any areas for improvement identified during and since the last care inspection and to determine if the establishment was delivering safe, effective and compassionate care and if the service was well led.

Examples of good practice were evidence in all four domains. These included the arrangements for managing medical emergencies; clinical records; the environment; maintaining client confidentiality; ensuring the core values of privacy and dignity were upheld; authorised operator training and providing the relevant information to allow clients to make informed choices.

An area for improvement identified for a second time at the previous inspection had not been addressed, this area related to refresher training in infection prevention and control and safeguarding adults at risk of harm, had been made against the standards, this has now been stated as an area for improvement against the regulations.

The findings of this report will provide the establishment with the necessary information to assist them to fulfil their responsibilities, enhance practice and clients experience.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	1	0

Details of the Quality Improvement Plan (QIP) were discussed with Ms Deighan, registered person and authorised operator as part of the inspection process. The timescales for completion commence from the date of inspection.

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

4.2 Action/enforcement taken following the most recent care inspection dated 20 June 2018

Other than those actions detailed in the quality improvement plan (QIP) no further actions were required to be taken following the most recent inspection on 20 June 2018.

5.0 How we inspect

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

- notifiable events since the previous care inspection
- the registration status of the establishment
- written and verbal communication received since the previous care inspection
- the previous care inspection report
- the returned QIP from the previous care inspection

Questionnaires were provided to clients prior to the inspection by the establishment on behalf of RQIA. Returned completed clients questionnaires were analysed prior to the inspection. Ms Deighan is the sole user of the IPL service and no other staff are employed by the establishment for the purposes of the IPL service, therefore no staff questionnaires were provided to RQIA.

A poster informing clients that an inspection was being conducted was displayed.

During the inspection the inspector met with Ms Deighan, registered person and authorised operator. A tour of the premises was also undertaken.

The following records were examined during the inspection:

- safeguarding
- IPL safety
- management of medical emergencies
- infection prevention and control
- information provision
- care pathway
- management and governance arrangements
- maintenance arrangements

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

The findings of the inspection were provided to Ms Deighan at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 20 June 2018

The most recent inspection of the establishment was an announced care inspection. The completed QIP was returned and approved by the care inspector.

6.2 Review of areas for improvement from the last care inspection dated 20 June 2018

Areas for improvement from the last care inspection		
Action required to ensure compliance with The Minimum Care Standards for Independent Healthcare Establishments (July 2014)		Validation of compliance
Area for improvement 1 Ref: Standard 48.12 Stated: Second time	Ms Deighan as the authorised operator should complete refresher training in the following areas: <ul style="list-style-type: none"> • infection prevention and control • safeguarding adults at risk of harm 	Partially met

	Action taken as confirmed during the inspection: Review of documentation confirmed that no evidence was available to verify that this training had been completed. This area of improvement has not been met and has now been stated against the regulations.	
Area for improvement 2 Ref: Standard 8.5 Stated: First time	The registered person shall contact the Information Commissioners Office (ICO) to ascertain if the service is required to register with the ICO.	Met
	Action taken as confirmed during the inspection: Review of documentation and discussion with Ms Deighan confirmed that contact had been made with the ICO who advised that the service is not required to register with the ICO.	

6.3 Inspection findings

6.4 Is care safe?

Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.

Staffing

Discussion with Ms Deighan confirmed that there are no other staff involved in the delivery of IPL services in the establishment.

It was confirmed that IPL treatments are only carried out by Ms Deighan, the sole authorised operator. A register of authorised operators for the IPL is maintained and kept up to date.

A review of Ms Deighan's training records evidenced that as the authorised operator she has up to date training in core of knowledge, safe use and application for the equipment in use, fire safety and basic life support. It was again identified that refresher training in infection prevention and control and level 2 training in the safeguarding of adults at risk of harm has still to be completed. Ms Deighan forwarded a copy of Level 2 training in safeguarding adults at risk of harm to RQIA by electronic mail on 22 August 2019. At the previous inspection an area of improvement against the standards had been stated for a second time in this regard. The area for improvement has now been stated against the regulations in relation to infection prevention and control training.

No other staff are employed at the establishment, however Ms Deighan confirmed that should staff be employed who are not directly involved in the use of the IPL equipment, they would receive IPL safety awareness training.

Recruitment and selection

There have been no authorised operators recruited since the previous inspection. During discussion Ms Deighan confirmed that should staff be recruited in the future robust systems and processes have been developed to ensure that all recruitment documentation as outlined in Schedule 2 of The Independent Health Care Regulations (Northern Ireland) 2005 would be sought and retained for inspection.

Safeguarding

Ms Deighan was aware of the types and indicators of abuse and the actions to take in the event of a safeguarding issue being identified.

As previously discussed, there was no evidence that Ms Deighan had completed training in safeguarding adults at risk of harm as outlined the Northern Ireland Adult Safeguarding Partnership (NIASP) Training Strategy (revised 2016). Ms Deighan stated that she had undertaken training and agreed to forward a certificate of this training. The certificate was received by electronic mail on 15 August 2019 and was for level 1 training in the safeguarding of adults at risk of harm. Ms Deighan had been advised at the previous inspection that as the safeguarding lead, she needs to undertake Level 2 training in safeguarding adults at risk of harm. Ms Deighan forwarded a copy of Level 2 training in safeguarding adults at risk of harm to RQIA by electronic mail on 22 August 2019.

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 for onward referral to the local Health and Social Care Trust should a safeguarding issue arise were included.

The establishment does not provide an IPL service to persons under the age of 18 years.

IPL safety

An IPL safety file was in place which contained all of the relevant information in relation to the IPL 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 in June 2020.

IPL procedures are carried out by trained operators in accordance with medical treatment protocols produced by Dr Paul Myers on 03 June 2019. Systems are in place to review the medical treatment protocols on an annual basis. The medical treatment protocols contained the relevant information pertaining to the treatments being provided.

Up to date local rules were in place which have been developed by the LPA. The local rules contained the relevant information pertaining to the IPL equipment being used.

The establishment's LPA completed a risk assessment of the premises in July 2019 and all recommendations made by the LPA have been addressed.

The laser protection supervisor (LPS) has overall responsibility for safety during IPL treatments and a list of authorised operators is maintained. Authorised operators have signed to state that they have read and understood the local rules and medical treatment protocols.

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

The environment in which the IPL 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 IPL equipment is in use but can be opened from the outside in the event of an emergency.

The IPL equipment is operated using a key. Arrangements are in place for the safe custody of the IPL key when not in use. Protective eyewear is available for the client and operator as outlined in the local rules.

The controlled area is clearly defined and not used for other purposes, or as access to areas, when treatment is being carried out. Safety warning signs are displayed when the IPL equipment is in use and removed when not in use.

The establishment has an IPL register which is completed every time the equipment is operated and 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 IPL equipment in line with the manufacturer's guidance. The most recent service report of 17 January 2019 was reviewed as part of the inspection process.

Management of emergencies

As discussed, authorised operators have up to date training in basic life support. Discussion with staff confirmed they were aware what action to take in the event of a medical emergency.

There was a resuscitation policy in place.

Infection prevention and control and decontamination procedures

The treatment room was clean and clutter free. Discussion with Ms Deighan 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 previously discussed, authorised operators should have up to date training in infection prevention and control. It was identified that Ms Deighan has not yet completed refresher training in infection prevention and control. This area of

improvement has previously been made against the standards on two occasions and has now been stated against the regulations.

Environment

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.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to staff recruitment, induction, supervision and appraisal, laser safety, management of emergencies, risk management and the environment.

Areas for improvement

Ms Deighan should undertake refresher training in infection prevention and control as a priority.

	Regulations	Standards
Areas for improvement	1	0

6.5 Is care effective?

The right care, at the right time in the right place with the best outcome.

Care pathway

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 establishment has a list of fees available for each 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, with their consent, for further information if necessary.

Six client care records were reviewed. There is an accurate and up to date treatment record for every client which includes:

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

Discussion with Ms Deighan and review of the management of records policy confirmed that patients have the right to apply for access to their clinical records in accordance with the General Data Protection Regulations that came into effect during May 2018 and where appropriate ICO regulations and Freedom of Information legislation.

The establishment is not registered with the ICO. Mrs Deighan contacted the ICO to ascertain if the service is required to register. Mrs Deighan stated that as she does not hold electronic client records the establishment is not required to register with the ICO.

Communication

As discussed, 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 establishment has a policy for advertising and marketing which is in line with legislation.

Areas of good practice

There were examples of good practice found in relation to the management of clinical records, the range and quality of audits, health promotion strategies and ensuring effective communication between clients and staff.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Areas for improvement	0	0

6.6 Is care compassionate?

Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.

Dignity respect and involvement with decision making

Discussion with Ms Deighan regarding the consultation and treatment process, confirmed that clients are treated with dignity and respect. The consultation and treatment is provided in a private room with the client and authorised operator present. Ms Deighan outlined how modesty and dignity is provided, through dignity drapes, disposable underwear and allowing the client to undress and dress in private in a locked treatment room.

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 locked filing cabinet.

Client satisfaction surveys are carried out by the establishment on an annual basis. Ms Deighan confirmed by electronic mail on 14 August 2019 that the results of these have been collated to provide a summary report which is made available to clients and other interested parties. An action plan is developed to inform and improve services provided, if appropriate.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to 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.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Areas for improvement	0	0

6.7 Is the service well led?

Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.

Management and governance

Ms Deighan is the only authorised operator and is responsible for the day to day management of the establishment. Policies and procedures were available outlining the arrangements associated with IPL treatments. Observations made confirmed that policies and procedures were indexed, dated and systematically reviewed on a three yearly basis.

Discussion with Ms Deighan demonstrated that arrangements were in place to review risk assessments.

A copy of the complaints procedure was displayed in the establishment. Discussion with Ms Deighan demonstrated she had a good awareness of complaints management.

It was confirmed that a system was in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies as appropriate. A system was in place to ensure that urgent communications, safety alerts and notices are reviewed.

Discussion with Ms Deighan confirmed that arrangements were in place to review the effectiveness and quality of care delivered to service users at appropriate intervals.

Ms Deighan confirmed that if required an action plan is developed and embedded into practice to address any shortfalls identified during the audit process.

A whistleblowing/raising concerns policy was available, however not applicable to this establishment.

Ms Deighan demonstrated an understanding of her role and responsibility in accordance with legislation. It was 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 up to date and displayed appropriately.

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

Areas of good practice

There were examples of good practice found throughout the inspection in relation to governance arrangements, management of complaints and incidents, quality improvement and maintaining good working relationships.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Areas for improvement	0	0

6.8 Equality data

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 Ms Deighan.

6.9 Client and staff views

Ten clients submitted questionnaire responses to RQIA. All ten clients 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. The following comment was included in the submitted questionnaire responses:

- "Very professional service."

As previously discussed, no other staff are employed by the establishment for the purposes of the IPL service, therefore no staff questionnaires were provided to RQIA.

7.0 Quality improvement plan

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Ms Deighan, registered person and authorised operator, as part of the inspection process. The timescales commence from the date of inspection.

The registered provider/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered provider to ensure that all areas for improvement identified within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of the establishment. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises RQIA would apply standards current at the time of that application.

7.1 Areas for improvement

Areas for improvement have been identified where action is required to ensure compliance with The Independent Health Care Regulations (Northern Ireland) 2005 and The Regulation and Improvement Authority (Independent Health Care) (Fees and Frequency of Inspections) (Amendment) Regulations (Northern Ireland) 2011 and the Department of Health (DOH) Minimum Care Standards for Healthcare Establishments (July 2014).

7.2 Actions to be taken by the service

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP via Web Portal for assessment by the inspector.

Quality Improvement Plan	
Action required to ensure compliance with The Independent Health Care Regulations (Northern Ireland) 2005	
Area for improvement 1 Ref: 18(2)(a) Stated: First time To be completed by: 30 August 2019	Ms Deighan as the authorised operator should complete refresher training in the following areas: <ul style="list-style-type: none"> infection prevention and control Ref: 6.2 Response by registered person detailing the actions taken:

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



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