

Inspection Report

25 March 2022



Laser Solutions @ Aaromatica

Type of service: Independent Hospital – Cosmetic Laser and
Intense Pulse Light (IPL) service

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Assurance, Challenge and Improvement in Health and Social Care

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

1.0 Service information

Organisation/Registered Provider: Ms Michelle Deighan	Registered Manager: Ms Michelle Deighan Date registered: 21 September 2009
Person in charge at the time of inspection: Ms Michelle Deighan	
Categories of care: PT (IL) Prescribed techniques or prescribed technology: establishments using intense light sources; and PT (L) Prescribed techniques or prescribed technology: establishments using Class 3B or Class 4 lasers, following this inspection.	
Brief description of how the service operates: Laser Solutions @ Aaromatica was initially registered with the Regulation and Quality Improvement Authority (RQIA) as an independent hospital (IH) with PT (IL) Prescribed techniques or prescribed technology: establishments using intense light sources category. During this inspection it was identified that a Class 4 laser was in place and the service had changed the name of the establishment to Laser Solutions Skin Clinic. Ms Deighan was advised that a variation to registration application should be submitted to RQIA to add a PT (L) Prescribed techniques or prescribed technology: establishments using Class 3B or Class 4 lasers category and to change the name of the establishment. On 30 March 2022 RQIA received a variation to registration application as advised; this was reviewed and incorporated into this inspection process. The inspection focused on those treatments using IPL and Class 4 laser equipment that fall within regulated activity and the categories of care as listed above. Equipment available in the service: Laser equipment: Manufacturer: Alma Model: Soprano Ice Serial Number: SI2ICE Laser Class: Class 4 Wavelength: 810nm	

IPL equipment:

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

Laser protection advisor (LPA): Mr Irfan Azam, Lasermet

Laser protection supervisor (LPS): Ms Michelle Deighan

Medical support services: Dr Paul Myers

Authorised operator: Ms Michelle Deighan

Types of laser treatments provided: Hair removal

Types of IPL treatments provided: Hair removal, skin rejuvenation, facial thread veins and acne treatment.

2.0 Inspection summary

This was an announced care and variation to registration inspection, undertaken by a care inspector on 25 May 2022 from 10:00 am to 1.00 pm. Following the inspection RQIA's Medical Physics Expert conducted a desk based review of the details of the new laser machine and associated safety arrangements; the findings are appended to this report.

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 Laser Solutions @ Aaromatica 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, assess compliance with the legislation and minimum standards and review the readiness of the establishment associated with the variation to registration application.

Review of the variation application established that no changes were made to the premises to facilitate the new Class 4 laser machine as it is located in the existing treatment room. Therefore an RQIA estates assessment was not required in respect of this application.

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; the clinic's 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.

The variation to registration application to add a prescribed techniques or prescribed technology: establishments using Class 3B or Class 4 lasers PT (L) category and change the name of the establishment was approved following this inspection. The service will be referred to as Laser Solutions Skin Clinic in the body of this report.

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

Posters were issued to Laser Solutions Skin Clinic by RQIA prior to the inspection inviting clients and staff to complete an electronic questionnaire. No completed client or staff questionnaires were submitted to RQIA prior to the inspection.

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 30 July 2019		
Action required to ensure compliance with The Independent Health Care Regulations (Northern Ireland) 2005		Validation of compliance
Area for Improvement 1 Ref: Regulation 18(2) (a) Stated: First time	Ms Deighan as the authorised operator should complete refresher training in the following area: <ul style="list-style-type: none"> infection prevention and control 	Met
	Action taken as confirmed during the inspection: This area for improvement has been assessed as met, further detail is provided in section 5.2.1.	

5.2 Inspection outcome

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

Ms Deighan is the only person who works in Laser Solutions Skin Clinic. Ms Deighan told us that laser and IPL treatments are carried out by her as the sole authorised operator. A register of authorised operators for the laser and IPL equipment was in place and accurately reflected that Ms Deighan is the only authorised operator.

A review of training records evidenced that Ms Deighan had completed training in core of knowledge; safe application for the equipment in use (including the Almo Soprano ice); basic life support and fire safety awareness in keeping with the RQIA training guidance. There were no records to evidence that Ms Deighan had completed safeguarding adults at risk of harm or infection prevention and control (IPC) training. This was discussed with Ms Deighan who stated she would provide these training certificates following the inspection. On 28 March 2022 RQIA received a copy of Ms Deighan's safeguarding adults at risk of harm training certificate and on 11 May 2022 a copy of Ms Deighan's IPC training certificate was received. It was determined that the previous area of improvement as outlined in section 5.1, has been met.

It was determined that 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?

As discussed Laser Solutions Skin Clinic does not employ any staff. However, there were robust recruitment and selection policies and procedures that adhered to legislation and best practice guidance should authorised operators be recruited in the future. This would ensure that all required recruitment documentation would be sought and retained for inspection. There was evidence of job descriptions and induction checklists for authorised operators.

Discussion with Ms Deighan confirmed that she had a clear understanding of the legislation and best practice guidance in relation to recruitment and selection.

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 Deighan stated 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 Ms Deighan 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.

As discussed it was confirmed following the inspection that Ms Deighan, as the safeguarding lead, has completed formal training in safeguarding adults in keeping with the Northern Ireland Adult Safeguarding Partnership (NIASP) training strategy (revised 2016) and minimum standards.

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

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?

Ms Deighan had up to date training in basic life support and 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 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 laser/IPL 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 discussed previously, it was confirmed following the inspection that Ms Deighan has up to date training in IPC.

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 Ms Deighan who outlined the measures taken by Laser Solutions Skin Clinic to ensure current best practice measures are in place. Appropriate arrangements are in place in relation to maintaining social distancing; implementation of enhanced IPC procedures; and the client pathway to include COVID-19 screening prior to attending appointments.

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

5.2.7 How does the service ensure the environment is safe?

The service has one treatment room and access to storage rooms. 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 laser and IPL equipment. 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 13 September 2022.

Local rules were in place which had been developed by the LPA. The local rules had been updated and contained the relevant information about the laser and IPL equipment being used.

The establishment's LPA completed a remote risk assessment of the premises on 4 April 2022, a copy of this risk assessment was reviewed and it was confirmed that all recommendations made had been addressed.

Ms Deighan told us that laser and IPL procedures are carried out following medical treatment protocols produced by a named registered medical practitioner. The medical treatment protocols contained the relevant information about the laser and IPL equipment in place and the treatments being provided. It was noted that systems are in place to review the medical treatment protocols when due to expire.

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

When the laser or 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 laser and IPL 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 laser or IPL equipment is in use but can be opened from the outside in the event of an emergency.

Both the laser machine and IPL machine are operated using a key. Arrangements are in place for the safe custody of the keys when not in use.

Protective eyewear is available for the client and operator as outlined in the local rules.

Ms Deighan was aware that the laser safety warning signs should only be displayed when the laser or IPL equipment is in use and removed when not in use.

It was observed that there were two separate registers one for the IPL machine and the other for the laser machine. Ms Deighan told us that the relevant register is completed every time the respective 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 laser and IPL equipment in line with the manufacturer's guidance. The most recent service report of the IPL and laser were reviewed.

It was determined that appropriate arrangements were in place to operate the laser and IPL 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. Written information is provided to the client pre and post treatment which outlines the treatment provided, any risks, complications and expected outcomes. The service has a list of fees available for each laser and IPL procedure.

Fees for treatments are agreed during the initial consultation and may vary depending on the type of treatment provided and the individual requirements of the client.

During the initial consultation, clients are asked to complete a health questionnaire. There are systems in place to contact the client's general practitioner (GP), with their consent, for further information if necessary.

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 which is in line with legislation.

It was determined 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 Deighan regarding the consultation and treatment process confirmed that clients are treated with dignity and respect. The consultation and treatment are provided in a private room with the client and authorised operator present. Information is provided to the client in verbal and written form at the initial consultation and subsequent treatment sessions to allow the client to make choices about their care and treatment and provide informed consent.

Appropriate measures are in place to maintain client confidentiality and observations made evidenced that client care records were stored securely in a lockable storage case.

Ms Deighan told us that she encourages clients to complete a satisfaction survey when their treatment is complete. A number of completed client questionnaires were available for review and demonstrated that these clients were highly satisfied with the care and treatment they had received in the clinic. Ms Deighan confirmed that the questionnaire findings will be collated to provide a summary report which will be made available to clients and other interested parties. It was confirmed that an action plan would be developed to inform and improve services provided, if appropriate.

It was determined that appropriate arrangements were in place to ensure that clients are treated with dignity and respect and are involved in the decision making process.

5.2.11 How does the registered provider 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.

Ms Deighan is in day to day charge of the service, therefore Regulation 26 unannounced quality monitoring visits do not apply.

Policies and procedures were available outlining the arrangements associated with the laser 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.

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

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

Ms Deighan demonstrated a clear understanding of her 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 Ms Deighan.

Discussion and review of information evidenced that the equality data collected was managed in line with best practice.

5.3 Is the Statement of Purpose in keeping with Regulation 7, Schedule 1 of The Independent Health Care Regulations (Northern Ireland) 2005?

A Statement of Purpose was prepared in a recognised format which covered the key areas and themes outlined in Regulation 7, Schedule 1 of The Independent Health Care Regulations (Northern Ireland) 2005. The Statement of Purpose had been updated to reflect any changes detailed in the variation to registration application.

5.4 Is the Client Guide in keeping with Regulation 8, Schedule 1 of The Independent Health Care Regulations (Northern Ireland) 2005?

A Client Guide was available in a recognised format which covered the key areas and themes specified in Regulation 8 of The Independent Health Care Regulations (Northern Ireland) 2005. The Client Guide had been updated to reflect any changes detailed in the variation to registration application.

6.0 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 Ms Deighan, Registered Person, as part of the inspection process and can be found in the main body of the report.

Appendix 1

Carmel McKeegan
The Regulation and Quality Improvement Authority
7th Floor,
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Belfast,
BT1 4LS

Date: 19/04/2022

Laser Protection Adviser's Report

Clinic Details Laser Solutions Skin Clinic

343 Ormeau Road,
Belfast,
BT7 3GL

• Introduction

The above named practice has a current licence to perform IPL cosmetic procedures under the name Laser Solutions@Aaromatica and has applied for the licensing to be extended to include use of the Soprano Ice laser system in addition to the IPL under the new name Laser Solutions Skin Clinic. A review of the risk assessment, local rules, Expert Medical Practitioner protocol provided by the clinic's LPA and EMP, machine labels and protective eyewear were performed by the undersigned LPA on behalf of RQIA.

The room in which the IPL will be used has been inspected previously by RQIA for its suitability for class 4 laser use and was deemed fit for purpose (which would also be suitable for IPL use).

The client is understood to have undertaken applications training from the laser supplier.

This report summarises the outcome of the review, including any improvements which may be required (where applicable). The review and consequent recommendations (where applicable) are based on the requirements of the Minimum Care Standards for Independent Healthcare Establishments published by the Health, Social Services and Public Safety (DHSSPSNI) July 2014.

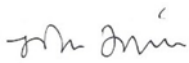
- Laser Equipment**

Make	Model	Serial Number	Wavelength	Class
Alma	Soprano Ice	S12ICE 0878	810 nm	4

I can confirm that the local rules, risk assessment, machine labels and the Expert Medical Practitioner protocol were satisfactory. The eyewear (for the operator and client, including the blackout client shields) are appropriate to the device and its use is correctly described in the local rules. The EMP protocol covers all relevant applications for the Soprano Ice laser. All of the documentation is fit for purpose and is provided in accordance with the requirements of the Minimum Care Standards.

- Comments & Recommendations**

None.



John Kyriou Laser Protection Adviser



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