



The **Regulation** and
Quality Improvement
Authority

Laserway Laser Clinic
RQIA ID: 11990
82 Lower Mill Street
Ballymena
BT43 5AF

Inspectors: Emily Campbell and Lynn Long
Inspection ID: IN024168

Tel: 028 2563 8209

Announced Enforcement Compliance Inspection
of
Laserway Laser Clinic

18 March 2016

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
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1. Summary of Inspection

An announced enforcement compliance inspection took place on 18 March 2016 from 10.30 to 12.20.

The purpose of the inspection was to assess the level of compliance achieved in relation to a failure to comply (FTC) notice issued on 17 February 2016. The areas for improvement and compliance with regulation were in relation to laser and intense pulse light laser (IPL) safety. The date for compliance with the notice was 23 March 2016. However, at the request of Ms Imelda Barrett, registered person, this enforcement compliance inspection was brought forward to an earlier date and carried out on 18 March 2016.

FTC Ref: FTC/IHC-PT(L)-PT(IL)/11990/2015-16/01

There was evidence available to confirm that some progress had been made towards achieving compliance with the above FTC notice. However, evidence confirming that full compliance with the FTC notice was not available during this inspection.

RQIA senior management held a meeting on 21 March 2016, to discuss the inspection outcomes and a decision was made to extend the date for compliance with the FTC to 11 May 2016.

1.1 Actions/Enforcement* Taken Following the Last Care Inspection

Following an announced care inspection on 10 February 2016 a failure to comply notice was issued with regards to laser and IPL safety. The date for compliance was 23 March 2016.

1.2 Actions/Enforcement* Resulting From This Inspection

FTC Ref: FTC/IHC-PT(L)-PT(IL)/11990/2015-16/01

As indicated above, there was evidence available to confirm that some progress had been made towards achieving compliance, however full compliance had not been achieved with the FTC notice.

As a result of the findings of this inspection the above notice was extended and a compliance date of 11 May 2016 was identified.

*All enforcement notices for registered establishments are published on RQIA's website at: http://www.rqia.org.uk/inspections/enforcement_activity.cfm

2. Service Details

Registered Organisation/Registered Person: Liteworks Ltd Ms Imelda Barrett	Registered Manager: Ms Imelda Barrett
Person in Charge of the Home at the Time of Inspection: Ms Imelda Barrett	Date Manager Registered: 16 January 2014
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.	

3. Inspection Focus

The inspection sought to assess the level of compliance with the required actions indicated within the FTC notice issued on 17 February 2016. The date for compliance on the notice was 23 March 2016. However, as outlined above, at the request of Ms Barrett, this enforcement compliance inspection was brought forward to an earlier date and carried out on 18 March 2016.

4. Methods/Process

Specific methods/processes used in this inspection include the following:

- discussion with Ms Barrett, registered person
- discussion with two authorised users
- review of training records
- review of the laser protection file
- observation during a tour of the premises
- evaluation and feedback.

5. The Inspection

5.1 FTC Ref: FTC/IHC-PT(L)-PT(IL)/11990/2015-16/01

The Independent Health Care Regulations (Northern Ireland) 2005

39 (2) The registered person shall ensure that such a laser or intense light source is used in or for the purposes of the hospital only by a person who has undertaken appropriate training and has demonstrated an understanding of –

- (a) the correct use of the equipment in question;**
- (b) the risks associated with using a laser or intense light source;**
- (c) its biological and environmental effects;**
- (d) precautions to be taken before and during use of a laser or intense light source**

The inspection findings of the actions specified in the FTC notice are as follows:

- **The registered person must ensure that all recommendations made by the appointed Laser Protection Advisor (LPA) are fully addressed, signed and dated on completion by the Laser Protection Supervisor (LPS).**

Review of documentation evidenced that two of the five recommendations made by the LPA have been confirmed as being addressed, however, there was no evidence to confirm that three of the recommendations have been addressed.

- **The registered person must ensure that the protective eyewear for the laser/IPL equipment is of the same level of protection as outlined within the local rules produced by the LPA.**

New protective eyewear has been provided for use by operators and clients. Observations confirmed that the protective eyewear for the Ellipse IPL was in keeping with the local rules.

However, review of the laser protection file identified that there were no local rules in respect of the Alma Harmony laser and the local rules for the Candella Lase Pro laser were not in relation to this laser but a Candella Gentle Max Alexandrite and Nd:YAG laser.

RQIA were unable to confirm that appropriate protective eyewear was provided in respect of two lasers as local rules were not available.

Ms Barrett confirmed that the LPA had visited the establishment on 9 March 2016, however, the LPA report and local rules for the lasers had not yet been provided.

- **The registered person must ensure that the protective eyewear is maintained in accordance with the manufacturer's guidance.**

Discussion with two authorised users confirmed that arrangements are in place to ensure that the protective eyewear is maintained in accordance with the manufacturer's guidance.

- **The registered person must ensure that robust systems are implemented to ensure that defective equipment is identified, reported and repaired/replaced as required.**

A specific logbook has been established to record defective equipment and discussion with two authorised users confirmed that they had good awareness of the actions to be taken in the event of any issues being identified.

- **The registered person must ensure that all authorised users have completed training or update training in core of knowledge and the safe use and application of the laser/IPL equipment.**

Review of training records evidenced that authorised users have up to date core of knowledge training. However, safe use and application training in specific equipment was not up to date in respect of all staff. Ms Barrett advised that she had made arrangements for staff to receive the appropriate safe use and application training in the near future.

- **The registered person must ensure that the training provided is embedded into practice to ensure the health and safety of clients and staff is maintained.**

As discussed above safe use and application training in specific equipment was not up to date in respect of all staff.

- **The laser protection file must be reviewed to ensure it is up-to-date.**

The issues identified above confirmed that the laser protection file is not yet up-to-date.

Evidence was not provided to validate full compliance with the requirements of the failure to comply notice. RQIA senior management made a decision to extend the notice to 11 May 2016.

5.2 Additional Areas

5.2.1 Registered Manager

An application for registration as the registered manager was provided to RQIA during the inspection in respect of Ms Laura Wright.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in this establishment. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations.