



The Regulation and  
Quality Improvement  
Authority

## **Announced Inspection**

**Name of Establishment:** Cosmetech Clinic  
**Establishment ID No:** 12156  
**Date of Inspection:** 18 March 2015  
**Inspector's Name:** Winnie Maguire  
**Inspection No:** 17401

**The Regulation and Quality Improvement Authority  
9th floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT  
Tel: 028 9051 7500 Fax: 028 9051 7501**

## 1.0 General Information

<b>Name of establishment:</b>	Cosmetech Clinic
<b>Address:</b>	Maypole Clinic 5-7 Shore Road Holywood BT18 9XH
<b>Telephone number:</b>	028 9042 3200
<b>Registered organisation/ registered provider:</b>	Cosmetech Clinics Limited  Mrs Lena Gillespie
<b>Registered manager:</b>	Mrs Lena Gillespie
<b>Person in charge of the establishment at the time of inspection:</b>	Mrs Lena Gillespie
<b>Registration category:</b>	PT(IL) - Prescribed techniques or prescribed technology: establishments using intense light sources
<b>Date and time of inspection:</b>	20 January 2015 10:00-1015 18 March 2015 12:30-13:00
<b>Date and type of previous inspection:</b>	Pre-registration 11 November 2013
<b>Name of inspector:</b>	Winnie Maguire

## 2.0 Introduction

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect independent health care establishments. A minimum of one inspection per year is required.

This is a report of the announced inspection to assess the quality of services being provided. The report details the extent to which the regulations and DHSPPS Minimum Care Standards for Healthcare Establishments, July 2014, measured during the inspection were met.

## 2.1 Purpose of the Inspection

The purpose of this inspection was to ensure that the service is compliant with relevant regulations, the minimum standards and to consider whether the service provided to clients was in accordance with their assessed needs and preferences. This was achieved through a process of analysis and evaluation of available evidence.

RQIA not only seeks to ensure that compliance with regulations and standards is met but also aims to use inspection to support providers in improving the quality of services. For this reason, inspection involves in-depth examination of an identified number of aspects of service provision.

The aims of the inspection were to examine the policies, procedures, practices and monitoring arrangements for the provision of IPL services, and to determine the provider's compliance with the following:

- The HPSS (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
- The Department of Health, Social Services and Public Safety's (DHSPPS) Minimum Care Standards for Healthcare Establishments

Other published standards which guide best practice may also be referenced during the inspection process.

## 2.2 Method/Process

Committed to a culture of learning, RQIA has developed an approach which uses self-assessment, a critical tool for learning. The self-assessment was forwarded to the provider prior to the inspection and was reviewed by the inspector prior to the inspection. The inspection process has three key parts; self-assessment, pre-inspection analysis and the visit undertaken by the inspector.

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

- Analysis of pre-inspection information and self-assessment (not submitted)
- Discussion with Lena Gillespie, the registered provider/manager
- Evaluation and feedback

Any other information received by RQIA about this registered provider and its service delivery has also been considered by the inspector in preparing for this inspection.

### **3.0 Profile of Service**

Cosmetech Clinic is located within the Maypole Clinic in Holywood, County Down. The premises are purpose built and a private car park is available to the rear of the premises for clients.

The establishment is accessible for clients with a disability.

Treatment rooms, a waiting area and toilet facilities are available for client use.

The establishment's statement of purpose outlines the range of services provided.

#### **IPL Equipment**

##### **Removed from use and the premises since summer 2014**

Manufacturer:	Ellipse
Model:	Light SPT
Serial Number:	08051120

Lena Gillespie has been the registered manager since the establishment was registered in January 2014.

#### 4.0 Summary of Inspection

An announced inspection was undertaken by Winnie Maguire on 20 January 2015 from 10:00 to 10:15. On this occasion the registered manager was not available for inspection and Cosmetech clinic was not operational. Following contact with the registered manager a further visit was scheduled and undertaken by Winnie Maguire on 18 March 2015 from 12:30 -13:00. The inspection sought to establish the compliance being achieved with respect to 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, the DHSSPS Minimum Care Standards for Independent Healthcare.

Mrs Lena Gillespie was available during the inspection.

Mrs Gillespie informed the inspector that Cosmetech Clinic no longer provided IPL services and the IPL machine had been removed from the clinic. Mrs Gillespie stated the service was unlikely to be re-established within the clinic and options were being sought regarding providing the service in another already registered establishment. The inspector provided information on the voluntary deregistration procedure. The inspector requested Mrs Gillespie to formally contact RQIA with a decision about the IPL services within one month.

In light of the IPL service not being provided and the removal of the IPL machine the inspection process was concluded.

The inspector would like to thank Mrs Gillespie for facilitating the inspection.

## 5.0 Quality Improvement Plan

The details of the inspection were discussed with Mrs Gillespie as part of the inspection process.

This inspection resulted in no recommendations or requirements being made. The registered provider/manager is asked to sign the appropriate page confirming they are assured about the factual accuracy of the content of the report.

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

Enquiries relating to this report should be addressed to:

**Winnie Maguire**  
**The Regulation and Quality Improvement Authority**  
**9th Floor**  
**Riverside Tower**  
**5 Lanyon Place**  
**Belfast**  
**BT1 3BT**

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**Winnie Maguire**  
**Inspector / Quality Reviewer**

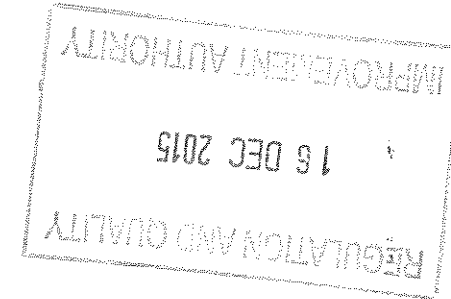
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**Date**



The Regulation and  
Quality Improvement  
Authority

**Report Approval**  
**Announced Inspection**  
**Cosmetech Clinic**  
**18 March 2015**



No requirements/recommendations resulted from the **Type of Inspection** of **Name of Practice** undertaken on **Date** and I **agree/do not agree\*** with the content of the report.

*\* Please delete as appropriate*

Please provide any additional comments or observations you may wish to make:

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please turn over →

The registered provider/manager is required to sign this declaration and return to:

The Regulation and Quality Improvement Authority  
9th floor  
Riverside Tower  
5 Lanyon Place  
Belfast  
BT1 3BT

SIGNED: *Lena Gillespie*  
Registered Provider

SIGNED: *Lena Gillespie*  
Registered Person in Control  
(or Designated Person in Control)

NAME: LENA GILLESPIE  
(PRINT)

NAME: LENA GILLESPIE  
(PRINT)

DATE: 14/12/15

DATE: 14/12/15

DATE RECEIVED	APPROVED	SIGNATURE OF INSPECTOR
<u>22/12/15</u>	<u>↗</u>	<u><i>[Signature]</i></u>