

Announced Care Inspection Report 6 March 2018



Abrade Tattoo Removal

Type of Service: Independent Hospital (IH) – Cosmetic Laser
Address: c/o Belfast City Skinworks, 21 Oxford Street, Belfast, BT1 3LA
Tel No: 078 7327 0531
Inspector: Emily Campbell

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

This is an Independent Hospital (IH) – Cosmetic Laser Service which provides laser tattoo removal.

Laser equipment:

- Manufacturer: ADL
- Model: Sapphire II
- Serial Number: S2120811249
- Laser Class: Class 4
- Wavelength: 532nm and 1064nm

Laser protection advisor (LPA):

- Ms Anna Bass (Lasernet)

Laser protection supervisor (LPS):

- Mr Anthony O'Neill

Medical support services:

- Dr Paul Myers (Lasernet)

Authorised operators:

- Mr Anthony O'Neill
- Mr David Marshall

Types of treatment provided:

- Laser Tattoo Removal

3.0 Service details

Organisation/Registered Provider: Mr Anthony O'Neill	Registered Manager: Mr Anthony O'Neill
Person in charge at the time of inspection: Mr Anthony O'Neill	Date manager registered: 05 August 2015
Categories of care: Independent Hospital (IH) PT(L) Prescribed techniques or prescribed technology: establishments using Class 3B or Class 4 lasers	

4.0 Inspection summary

An announced inspection took place on 6 March 2018 from 10:00 to 11:35.

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, Social Services and Public Safety (DHSSPS) 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.

Evidence of good practice was found in all four domains. This included staff training, adult safeguarding, management of emergencies, laser safety, infection prevention and control and the environment. Other examples of good practice were found in relation to the management of clinical records, the client care pathway, providing the relevant information to allow clients to make informed choices and governance arrangements.

No areas requiring improvement were identified during the inspection.

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	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mr Anthony O'Neill, registered person, as part of the inspection process and can be found in the main body of the report.

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

4.2 Action/enforcement taken following the most recent care inspection dated 07 February 2017

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 07 February 2017.

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 returned QIP from the previous care inspection
- the previous care inspection report
- submitted complaints declaration

Questionnaires were provided to clients prior to the inspection by the establishment on behalf of RQIA. No client questionnaire responses were received by RQIA. Staff were invited to submit questionnaire responses electronically and responses were analysed following the inspection.

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

During the inspection the inspector met with Mr Anthony O'Neill, registered person. A tour of the premises was also undertaken.

The following records were examined during the inspection:

- staffing
- recruitment and selection
- safeguarding
- laser 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 the person in charge at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 07 February 2017

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 07 February 2017

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 of Improvement 1 Ref: Standard 13.9 Stated: First time	Annual appraisal should be formalised and records retained.	Met
	Action taken as confirmed during the inspection: Mr O'Neill and Mr Marshall are the only two authorised operators in the establishment. Since the previous inspection Abrade Tattoo Removal, Derry, has been registered with RQIA and Mr Marshall is registered as a registered person for that establishment in partnership with Mr O'Neill. There are currently no authorised operators working in the establishment who require appraisal. However, Mr O'Neill confirmed that should any new authorised operators be appointed, a formal appraisal would be provided.	
Area of Improvement 2 Ref: Standard 3.1 Stated: First time	Update the adult safeguarding policy in accordance with the regional guidance 'Adult Safeguarding Prevention and Protection in Partnership' (July 2015) and include onward referral details should an adult safeguarding issue arise. The updated policy should be signed as read and understood by the authorised operators.	Met
	Action taken as confirmed during the inspection: Review of documentation evidenced that this area for improvement has been addressed.	

Area of Improvement 3 Ref: Standard 12.7 Stated: First time	Minutes of staff meetings should be retained.	Met
	Action taken as confirmed during the inspection: The minutes of staff meetings were not available during the inspection. However copies of the minutes of the last three staff meetings were submitted to RQIA by email on the afternoon of the inspection.	

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 Mr O'Neill confirmed that there is sufficient staff in the various roles to fulfil the needs of the establishment and clients.

Mr O'Neill confirmed that laser treatments are only carried out by authorised operators. A register of authorised operators for the laser is maintained and kept up to date.

No new staff have been recruited since the previous inspection; however, Mr O'Neill confirmed that any new staff recruited would be provided with induction training.

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

All other staff employed at the establishment, but not directly involved in the use of the laser equipment, should be provided with laser safety awareness training on an annual basis. Review of documentation confirmed that this was last provided in January 2017. Mr O'Neill provided documentary evidence to RQIA by email on 15 March 2018 that this training had been provided on 10 March 2018.

Recruitment and selection

There have been no authorised operators recruited since the previous inspection. During discussion Mr O'Neill 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.

A recruitment policy and procedure was in place which was comprehensive and reflected best practice guidance.

Safeguarding

Mr O'Neill was aware of the types and indicators of abuse and the actions to be taken in the event of a safeguarding issue being identified.

Review of records demonstrated that all authorised operators in the establishment had received training in safeguarding adults as outlined in the Minimum Care Standards for Independent Healthcare Establishments July 2014.

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.

Laser safety

A laser safety file was in place which contained all of the relevant information in relation to laser 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 30 March 2018.

Laser procedures are carried out by trained operators in accordance with medical treatment protocols produced by Dr Paul Myers in 2017. 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 laser equipment being used.

The establishment's LPA completed a risk assessment of the premises on 20 June 2016 and this was reviewed on 20 June 2017. Recommendations made by the LPA have been addressed.

The LPS has overall responsibility for safety during laser 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 laser equipment is in use, the safety of all persons in the controlled area is the responsibility of the LPS. Arrangements are in place for another authorised operator, who is suitably skilled to fulfil the role, to deputise for the LPS in their absence.

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

The laser equipment is operated using a key. Arrangements are in place for the safe custody of the laser 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. Laser safety warning signs are displayed when the laser equipment is in use and removed when not in use.

The establishment has a laser 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 laser equipment in line with the manufacturer's guidance. The most recent service report of 29 January 2018 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 Mr O'Neill 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, authorised operators have up to date training in infection prevention and control.

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.

Client and staff views

As discussed previously, no clients submitted questionnaire responses to RQIA.

One staff member submitted a questionnaire response and indicated that they were very satisfied that clients are safe and protected from harm.

Areas of good practice

There were examples of good practice found throughout the inspection in relation to staff recruitment, induction, training, appraisal, adult safeguarding, laser safety, management of emergencies, infection prevention and control, risk management and the environment.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	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 laser 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.

Four 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)

Manual records are retained and observations made evidenced that client records are securely stored. It was confirmed that a policy and procedure for the retention of records is available.

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.

Mr O'Neill confirmed that staff meetings are held on a monthly basis and minutes are retained. As discussed previously copies of the minutes of the last three staff meetings were submitted to RQIA on the afternoon of the inspection. Mr O'Neill confirmed that in the event of any complaints/incidents, learning from the investigation of these would be shared with staff.

Client and staff views

As discussed previously, no clients submitted questionnaire responses to RQIA.

The submitted staff questionnaire response indicated that they were very satisfied that clients get the right care, at the right time and with the best outcome for them.

Areas of good practice

There were examples of good practice found in relation to the management of clinical records, the client care pathway and ensuring effective communication between clients and staff.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of 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 Mr O'Neill 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 user 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 locked filing cabinets.

Client satisfaction surveys are carried out by the establishment on an annual basis, however, no clients have completed client satisfaction questionnaires since the previous inspection. Mr O'Neill confirmed that he continues to collate comments provided by clients on the service's Facebook page.

Client and staff views

No clients submitted questionnaire responses to RQIA.

The submitted staff questionnaire response indicated that they were very satisfied that clients are treated with dignity and respect and are involved in decision making affecting their care. The following comment was provided:

- “All happy and satisfied.”

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
Total number of 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

There was a clear organisational structure within the establishment and Mr O’Neill, who is an authorised operator, was able to describe his roles and responsibilities. The second authorised operator was not available to speak with at the time of the inspection. Mr O’Neill has overall responsibility for the day to day management of the service.

Policies and procedures were available for staff reference. Observations made confirmed that policies and procedures were indexed, dated and systematically reviewed on an annual basis.

Discussion with Mr O’Neill demonstrated that arrangements were in place to review risk assessments.

A copy of the complaints procedure was available in the establishment. Discussion with Mr O’Neill demonstrated good awareness of complaints management. A complaints questionnaire was forwarded by RQIA to the establishment for completion. The returned questionnaire indicated that no complaints have been received for the period 1 April 2016 to 31 March 2017.

Discussion with Mr O’Neill 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 and where appropriate, made available to key staff in a timely manner.

Discussion with Mr O'Neill confirmed that arrangements were in place to monitor, audit and review the effectiveness and quality of care delivered to clients at appropriate intervals. Mr O'Neill 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.

Mr O'Neill demonstrated a clear understanding of his 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.

Client and staff views

No clients submitted questionnaire responses to RQIA.

The submitted staff questionnaire response indicated that they were very satisfied that the service is well led.

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
Total number of areas for improvement	0	0

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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