

Inspection Report

30 March 2026



Adele Ewing Laser and Skin Clinic

Type of service: Independent Hospital – Cosmetic laser / Intense pulsed light
Address: 7 Old Moy Road, Dungannon, BT71 6PS
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www.rqia.org.uk

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 [Minimum Care Standards for Independent Healthcare Establishments \(July 2014\)](#)

1.0 Service information

Applicant Organisation / Provider: Adele Ewing Laser and Skin Clinic	Applicant Registered Manager: Ms Adele Ewing
Applicant Registered Person : Ms Adele Ewing	Date registered: 14 April 2026
Person in charge at the time of inspection: Ms Adele Ewing	
Categories of care: Prescribed techniques or prescribed technology: establishments using Class 3B or Class 4 lasers PT(L) and prescribed techniques or prescribed technology: establishments using intense light sources PT(IL)	
Brief description of how the service operates: Ms Adele Ewing has made application to register Adele Ewing Laser and Skin Clinic with the Regulation and Quality Improvement Authority (RQIA) as an independent hospital (IH) with the following category 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. Adele Ewing Laser and Skin Clinic also provides a range of cosmetic/aesthetic treatments. This inspection focused solely on those treatments using a Class 4 laser and an intense pulse light (IPL) machine that fall within regulated activity and the categories of care for which the establishment has made an application to register with RQIA. Equipment available in the service: Multi-platform equipment: Manufacturer: Ellipse Model: Nordlys Nordus Frax 1550 Serial Number: (21) 18120728 The Ellipse Nordlys Nordus Frax machine is a multi-platform machine that is capable of providing both laser and IPL treatments by changing the treatment heads. Laser and IPL treatments heads are available in the establishment. Types of laser treatments provided: Fungal nail Vascular lesions Skin resurfacing	

Types of IPL treatments provided:

Hair removal

Skin rejuvenation (Rosacea/vascular and pigmentation)

2.0 Inspection summary

This was an announced pre-registration care inspection, undertaken by a care inspector on 30 March 2026 from 10.00 am to 12.30pm. RQIA's laser protection advisor supported the inspection remotely and reviewed the multi-platform equipment and the Laser and IPL safety arrangements. Their findings are appended to this report.

A desktop review of the premises and finance sections of the registration application was also undertaken by the estates support inspector and a finance inspector. Both have confirmed approval of the registration application from an estates and financial perspective. A medicines pre-registration self-assessment was completed by applicant Adele Ewing and following review by a pharmacist inspector, no further actions were identified.

The inspection sought to assess the application submitted to RQIA for the registration of Adele Ewing Laser and Skin Clinic as an Independent Hospital (IH) providing the categories of care detailed in section 1.0 of this report.

An application was also submitted for the registration of Adele Ewing as the registered person and registered manager.

There was evidence of good practice concerning authorised operator training; staff recruitment; safeguarding; management of medical emergencies; infection prevention and control (IPC); laser and IPL safety; 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.

Information has been gathered throughout the registration process. Scrutiny of this information means that registration of this laser and IPL service is granted.

A certificate of registration will be issued to Adele Ewing Laser and Skin Clinic following the approval of the registration application. Ms Ewing is aware that the RQIA certificate of registration must be displayed in a prominent place.

3.0 How we inspect

RQIA is required to undertake pre-registration inspections following receipt of service applications. To do this, we review the registration application and supporting documents, meet and talk with staff and management and observe practice on the day of the inspection.

The information obtained is then considered before a determination is made on whether the establishment will be operated in accordance with the relevant legislation and minimum standards and can be approved for registration.

Before the inspection a range of information relevant to the registration application was reviewed. This included the following records:

- application to register the cosmetic laser and IPL service
- application to register the registered person/manager
- the proposed statement of purpose
- the proposed client guide
- a selection of operational policies and procedures
- a pre-registration laser / IPL self-assessment
- a pre-registration medicines self-assessment

During the inspection a tour of the premises was undertaken and the inspector met with Ms Ewing applicant registered person and manager.

A sample of records in relation to the following areas was also reviewed:

- staffing
- recruitment and selection
- safeguarding
- management of medical emergencies
- IPC and decontamination
- laser and IPL safety
- arrangements for recording client records and records management
- arrangements for seeking and analysing the views and opinions of clients on the quality of service provided
- management and governance arrangements
- equipment and premises maintenance arrangements

Examples of good practice are acknowledged and any areas for improvement are discussed with the person in charge and detailed in the QIP.

4.0 What people told us about the service?

The proposed arrangements to obtain feedback from clients, in relation to the quality and standard of care and treatment provided, were discussed with Ms Ewing.

Ms Ewing told us that following a course of treatment clients will have the opportunity to provide feedback via several different pathways they can utilise to provide feedback. This feedback will be gathered in the form of client satisfaction surveys, social media review platforms, or verbally.

Advice was given to retain information regarding client feedback in an anonymised format. This should be summarised and an annual report generated. This report should be made available to clients and other interested parties. Ms Ewing agreed to implement this upon registration.

5.0 The inspection

5.1 What has this service done to meet any areas for improvement identified at or since last inspection?

As this is a pre-registration inspection, there are no previous inspections for Adele Ewing Laser and Skin Clinic. However, an inspection to the service whilst under the previous ownership was carried out on 10 July 2024 which resulted in no areas of improvement.

5.2 Inspection findings

5.2.1 Has the statement of purpose been developed in keeping with Regulation 7 Schedule 1 of the regulations?

A review of the proposed statement of purpose identified that it fully reflected the key areas and themes specified in Regulation 7, Schedule 1 of The Independent Health Care Regulations (Northern Ireland) 2005. Ms Ewing is aware that the statement of purpose should be reviewed and updated as and when necessary.

5.2.2 Has the client guide been developed in keeping with Regulation 8, of the regulations?

A review of the proposed client guide identified that it fully reflected the key areas and themes specified in Regulation 8 of The Independent Health Care Regulations (Northern Ireland) 2005. Ms Ewing is aware that the client guide should be reviewed and updated as and when necessary.

5.2.3 How does this service ensure that staffing levels are safe and that staff are appropriately trained to meet the needs of clients?

Ms Ewing told us that laser and IPL treatments are carried out by her as the authorised operator. The register of authorised operators for the laser and IPL equipment reflects that Ms Ewing is the authorised operator.

A review of training records evidenced that Ms Ewing has up to date training in core of knowledge, safe application for the equipment in use, basic life support, IPC, fire safety awareness and safeguarding adults at risk of harm in keeping with the RQIA training guidance.

There are no other staff employed at the establishment. However, Ms Ewing confirmed if in the future any other staff are employed who not directly involved in the use of the laser and IPL equipment; they will receive laser safety awareness training.

It was determined that appropriate staffing levels were in place to meet the needs of clients and that staff are suitably trained.

5.2.4 How does the service ensure that recruitment and selection procedures are safe?

Adele Ewing Laser and Skin Clinic did not have a recruitment and selection policy in place. Advice and guidance was provided on the development of a recruitment and selection policy in line with legislation and best practice guidance should authorised operators be recruited in the future. During discussion Ms Ewing confirmed that should authorised operators be recruited in the future all the recruitment documentation as outlined in Schedule 2 of The Independent Health Care Regulations (Northern Ireland) 2005 would be sought and retained for inspection.

Discussion with Ms Ewing confirmed that she has an understanding of the legislation and best practice guidance in relation to recruitment and selection procedures.

Name RI confirmed that newly appointed authorised operators will be provided with a job description and an induction.

As a result of the advice and guidance provided it was determined that the recruitment of authorised operators in the future will be undertaken in accordance with legislation and best practice guidance.

5.2.5 How does the service ensure that it is equipped to manage a safeguarding issue should it arise?

Ms Ewing stated that laser and IPL treatments are not provided to persons under the age of 18 years.

A policy and procedure was in place for the safeguarding and protection of adults. The policy included the types and indicators of abuse and distinct referral pathways in the event of a safeguarding issue arising with an adult. 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 Ewing 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.

Review of records demonstrated that Ms Ewing the safeguarding lead, has completed formal level two 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 a copy of the regional guidance document entitled Adult Safeguarding Prevention and Protection in Partnership (July 2015) and was available for reference.

It was determined that the service had appropriate arrangements in place to manage a safeguarding issue should it arise.

5.2.6 How does the service ensure that medical emergency procedures are safe?

Ms Ewing 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 written protocol in place for dealing with recognised medical emergencies.

It was determined that the service had appropriate arrangements in place to manage a medical emergency.

5.2.7 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.

The laser and IPL treatment room was clean and clutter free. Discussion with Ms Ewing 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. Cleaning schedules for the establishment were in place. As discussed previously, Ms Ewing had up to date training in IPC.

Ms Ewing confirmed that arrangements are in place to check Department of Health (DOH) and Public Health Agency (PHA) websites for advisory information, guidance and alerts with regards to IPC.

It was determined that the service had appropriate arrangements in place in relation to IPC and decontamination.

5.2.8 How does the service ensure the environment is safe?

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.

A review of the fire risk assessment was undertaken by the estates inspection and it was confirmed that no further actions were required in this regard.

It was determined that appropriate arrangements were in place to maintain the environment.

5.2.9 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 multi-platform equipment. There was written confirmation of the appointment and duties of a certified laser protection advisor (LPA), dated June 2025, which is reviewed on an annual basis.

The establishment's LPA completed a risk assessment of the premises during June 2025 and all recommendations made by the LPA have been addressed.

Ms Ewing told us that laser and IPL treatments are not provided to persons under the age of 18 years.

Ms Ewing confirmed that laser and IPL procedures are carried out following medical treatment protocols. The medical treatment protocols had been produced by a named registered medical practitioner. It was demonstrated that the protocols contained the relevant information about the treatments being provided and are due to expire during June 2026. It was established that systems are in place to review the medical treatment protocols when due.

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

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

The environment in which the multi-platform 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 multi-platform equipment is in use but can be opened from the outside in the event of an emergency. Ms Ewing was aware that the laser safety warning sign should only be displayed when the multiplatform equipment is in use and removed when not in use.

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

Adele Ewing Laser and Skin Clinic has a laser and IPL register, this register clearly differentiates between laser and IPL treatments.

Ms Ewing told us that as an authorised operator she completes the relevant section of the register every time the equipment is operated.

The register reviewed included:

- 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 multi-platform equipment in line with the manufacturer's guidance. The most recent service report for the multi-platform equipment was reviewed.

It was determined that appropriate arrangements were in place to operate the multi-platform equipment.

5.2.10 How does the service ensure that clients have a planned programme of care and have sufficient information to consent to treatment?

Ms Ewing confirmed that clients are provided with an initial consultation to discuss their treatment and any concerns they may have. There is written information for clients that provides a clear explanation of any treatment and includes pre and post treatment information.

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 each client's personal information is recorded including their general practitioner (GP) details in keeping with legislative requirements and clients are asked to complete a health questionnaire.

A treatment record has been developed and was reviewed during the inspection. Ms Ewing confirmed this will be completed to ensure that an accurate and up to date treatment record for every client is maintained and that will include:

- 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 and discussion with Ms Ewing confirmed that client records will be 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.

It was determined that appropriate arrangements were in place to ensure that clients have a planned programme of care and have sufficient information to consent to treatment.

5.2.11 How does the service ensure that clients are treated with dignity, respect and are involved in the decision making process?

Discussion with Ms Ewing regarding the consultation and treatment process confirmed that clients will be treated with dignity and respect. The consultation and treatment will be provided in a private room with the client and authorised operator present. Information will be 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.

As discussed in section 4 arrangements are in place to enable clients to feedback on the service provided.

It was determined that appropriate arrangements were in place to ensure that clients are treated with dignity, respect and are involved in decisions regarding their choice of treatment.

5.2.12 How does the responsible individual 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 by the registered provider and documented every six months.

Ms Ewing was in day-to-day management of the establishment, therefore the unannounced quality monitoring visits by the registered provider are not applicable.

Policies and procedures were available outlining the arrangements associated with the laser and IPL treatments. Observations made confirmed that policies and procedures were indexed and dated. Ms Ewing confirmed policies and procedures will be systematically reviewed on a three yearly basis or more frequently if required.

The arrangements for the management of complaints and incidents were reviewed to ensure that they were being managed in keeping with legislation and best practice guidance.

Review of the complaints policy and procedure confirmed it was in accordance with the Department of Health (DoH) guidance on complaints handling [Health and Social Care Complaints Procedure \(Revised April 2023\)](#) and the Independent Health Care Regulations (Northern Ireland) 2005. Ms Ewing demonstrated an understanding of complaints management.

Clients and/or their representatives are made aware of how to make a complaint by way of the client guide. Arrangements are in place to record any complaint received in a complaints register and to retain all relevant records including details of any investigation undertaken, all communication with complainants, the outcome of the complaint and the complainant's level of satisfaction. Ms Ewing was advised to have arrangements in place to carry out an audit of complaints to identify trends, drive quality improvement and enhance service provision.

Observations made and discussion with Ms Ewing confirmed that an incident policy and procedure was in place which includes the reporting arrangements to RQIA. Ms Ewing confirmed that incidents would be effectively documented and investigated in line with legislation. Ms Ewing confirmed that all relevant incidents will be reported to RQIA and other relevant organisations in accordance with legislation and RQIA [Statutory Notification of Incidents and Deaths](#). Ms Ewing is aware that arrangements are required to be in place to audit adverse incidents to identify trends and improve service provided.

During discussion, Ms Ewing demonstrated a clear understanding of her role and responsibility in accordance with legislation.

Observation of documentation confirmed that current insurance policies and registration with the Information Commissioners Office (ICO) were in place.

It was determined that suitable arrangements are in place to enable the registered person to assure themselves of the quality of the services provided.

5.2.13 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 Ewing.

5.2.14 Fit person interview

Providers of regulated establishments require to be registered with RQIA in accordance with Article 12 of The Health and Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, as it is an offence to carry on an establishment of any description without being registered in respect of it.

Ms Ewing submitted an application to RQIA to become the registered person and manager of Adele Ewing Laser and Skin Clinic. The relevant information, supporting documentation and appropriate fees accompanied the application.

A fit person interview was undertaken as part of the pre-registration inspection. Discussion with Ms Ewing evidenced that she had a clear understanding of her role and responsibilities as a registered person / manager under the relevant legislation and minimum standards. The following matters were discussed:

- the statement of purpose and client guide
- the management of complaints
- notification of untoward events to RQIA and other relevant bodies
- quality assurance measures to monitor and improve practice as appropriate
- safeguarding adults and children at risk of harm
- responsibilities under 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
- responsibilities under the DoH Minimum Care Standards for Independent Healthcare Establishments (July 2014)
- responsibilities under health and safety legislation
- any court cases pending/disciplinary cases with employers/professional regulatory bodies

Registration of Ms Adele Ewing with RQIA as registered person and registered manager is granted.

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 Ewing, as part of the inspection process and can be found in the main body of the report.



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