

Inspection Report

26 November 2024



Papilio Beauty & Laser Clinic

Type of service: Independent Hospital-Cosmetic Laser\Intense Pulsed Light
Address: 13a Upper English Street, Armagh, BT61 7BH
Telephone number: 02837523132

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

<p>Organisation/Provider: Mrs Ivy Hughes-Brennan</p>	<p>Registered Manager: Mrs Ivy Hughes-Brennan</p> <p>Date registered: 11 May 2017</p>
<p>Person in charge at the time of inspection: Mrs Hughes-Brennan</p>	
<p>Categories of care: Independent Hospital (IH) Prescribed techniques or prescribed technology: establishments using intense light sources PT(IL)</p>	
<p>Brief description of how the service operates: Papilio Beauty & Laser Clinic is registered with the Regulation and Quality Improvement Authority (RQIA) as an Independent Hospital (IH) with the following category of care: PT(IL) Prescribed techniques or prescribed technology: establishments using intense light sources.</p> <p>Papilio Beauty & Laser Clinic also provides a range of cosmetic/aesthetic treatments. This inspection focused solely on those treatments using an intense pulse light (IPL) machine that fall within regulated activity and the categories of care for which the establishment is registered with RQIA.</p> <p>Equipment available in the service:</p> <p>IPL equipment: Manufacturer: Energist Ltd Model: iPulse i200+ Serial Number: IF2542</p> <p>Types of IPL treatments provided: Hair removal</p>	

2.0 Inspection summary

This was an announced inspection, undertaken by a care inspector on 26 November 2024 from 10.20 am to 2.00 pm.

The purpose of the inspection was to assess progress with areas for improvement identified during the last care inspection and to assess compliance with the legislation and minimum standards.

On arrival to the inspection, the inspector was advised by Mrs Hughes-Brennan that she planned to cease providing IPL treatments. As RQIA had not received a voluntary cancellation of registration application providing a definitive closing date, the routine announced inspection was undertaken and a number of areas for improvement were identified.

Following the inspection, a voluntary cancellation of registration application was submitted to RQIA and approved on 10 December 2024. Please see section 5.2.1.

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 Papilio Beauty & Laser 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 16 August 2023		
Action required to ensure compliance with The Independent Health Care Regulations (Northern Ireland) 2005		Validation of compliance
Area for improvement 1 Ref: Regulation 25 (3) (f) Stated: First time To be completed by: 12 September 2023	The responsible person shall ensure that a fire risk assessment is completed by a trained and competent person. Any recommendations within the fire risk assessment must be addressed. Ref: 5.2.7	Service is no longer registered.
	Action taken as confirmed during the inspection: This area for improvement was reviewed and it was determined as not met. However, as discussed in section 2.0, this service has deregistered and therefore no further action will be taken.	
Action required to ensure compliance with Minimum Care Standards for Independent Healthcare Establishments (July 2014)		Validation of compliance
Area for Improvement 1 Ref: Standard 13.1 Stated: First time To be completed by: 12 September 2023	The responsible person shall ensure that all authorised operators complete basic life support and fire safety awareness training on an annual basis. Ref: 5.2.1	Service is no longer registered.
	Action taken as confirmed during the inspection: This area for improvement was reviewed and it was determined as met. However, as discussed in section 2.0, this service has deregistered and therefore no further action will be taken.	

<p>Area for Improvement 2</p> <p>Ref: Standard 48.6</p> <p>Stated: First time</p> <p>To be completed by: 12 September 2023</p>	<p>The responsible person shall ensure that there is written confirmation of the appointment and duties of a certificated laser protection advisor. This written confirmation must be submitted to RQIA upon return of this quality improvement plan (QIP).</p> <p>Ref: 5.2.8</p>	<p>Service is no longer registered.</p>
<p>Action taken as confirmed during the inspection:</p> <p>This area for improvement was reviewed and it was determined as not met. However, as discussed in section 2.0, this service has deregistered and therefore no further action will be taken.</p>		
<p>Area for Improvement 3</p> <p>Ref: Standard 48.4</p> <p>Stated: First time</p> <p>To be completed by: 12 September 2023</p>	<p>The responsible person shall ensure that valid in date local rules by the appointed laser protection advisor (LPA) are available at all times.</p> <p>Ref: 5.2.8</p>	<p>Service is no longer registered.</p>
<p>Action taken as confirmed during the inspection:</p> <p>This area for improvement was reviewed and it was determined as not met. However, as discussed in section 2.0, this service has deregistered and therefore no further action will be taken.</p>		
<p>Area for Improvement 4</p> <p>Ref: Standard 48.11</p> <p>Stated: First time</p> <p>To be completed by: 12 September 2023</p>	<p>The responsible person shall ensure that the LPA has undertaken a risk assessment within the previous three years that is reviewed in at least an annual basis by the laser protection supervisor.</p> <p>Ref: 5.2.8</p>	<p>Service is no longer registered.</p>
<p>Action taken as confirmed during the inspection:</p> <p>This area for improvement was reviewed and it was determined as not met. However, as discussed in section 2.0, this service has deregistered and therefore no further action will be taken.</p>		

<p>Area for Improvement 5</p> <p>Ref: Standard 48.4</p> <p>Stated: First time</p> <p>To be completed by: 12 September 2023</p>	<p>The responsible person shall ensure that valid in date medical treatment protocols by a named registered medical or dental practitioner are in place.</p> <p>Ref: 5.2.8</p>	<p>Service is no longer registered.</p>
<p>This area for improvement was reviewed and it was determined as not met. However, as discussed in section 2.0, this service has deregistered and therefore no further action will be taken.</p>		
<p>Area for Improvement 6</p> <p>Ref: Standard 16.3</p> <p>Stated: First time</p> <p>To be completed by: 12 September 2023</p>	<p>The responsible person shall ensure that adequate insurance arrangements are in place for the activities undertaken by the establishment and shall include:</p> <ul style="list-style-type: none"> • Professional indemnity insurance • Employer’s liability insurance • Public liability insurance <p>A copy of the insurance certificates must be submitted to RQIA upon return of this QIP.</p> <p>Ref: 5.2.11</p>	<p>Service is no longer registered.</p>
<p>Action taken as confirmed during the inspection:</p> <p>This area for improvement was reviewed and it was determined as met. However, as discussed in section 2.0, this service has deregistered and therefore no further action will be taken.</p>		
<p>Area for Improvement 7</p> <p>Ref: Standard 48.8</p> <p>Stated: First time</p> <p>To be completed by: 12 September 2023</p>	<p>The responsible person shall ensure that an IPL explanatory grab pack is in place to ensure effective continuity of care in the event of a client sustaining an injury as a result of an IPL treatment.</p> <p>Ref: 5.2.8</p>	<p>Service is no longer registered.</p>
<p>Action taken as confirmed during the inspection:</p> <p>This area for improvement was reviewed and it was determined as not met. However, as discussed in section 2.0, this service has deregistered and therefore no further action will be taken.</p>		

<p>Area for Improvement 8</p> <p>Ref: Standard 20.5</p> <p>Stated: First time</p> <p>To be completed by: 12 September 2023</p>	<p>The responsible person shall ensure that the infection prevention and control (IPC) issues listed below are addressed:</p> <ul style="list-style-type: none"> • cleaning schedules are further developed • the intense pulse light (IPL) machine and hand piece are cleaned between clients • the manufacturer’s guidance is followed in relation to the use of cleaning products • hand hygiene posters are displayed near all hand washing basins <p>Ref: 5.2.5</p>	<p>Service is no longer registered.</p>
<p>Action taken as confirmed during the inspection:</p> <p>This area for improvement was reviewed and it was determined as partially met. However, as discussed in section 2.0, this service has deregistered and therefore no further action will be taken.</p>		
<p>Area for Improvement 9</p> <p>Ref: Standard 16.6</p> <p>Stated: First time</p> <p>To be completed by: 12 September 2023</p>	<p>The responsible person must ensure that the statement of purpose is kept up to date and available to upon request at all times.</p> <p>Ref: 5.2.11</p>	<p>Service is no longer registered.</p>
<p>Action taken as confirmed during the inspection:</p> <p>This area for improvement was reviewed and it was determined as met. However, as discussed in section 2.0, this service has deregistered and therefore no further action will be taken.</p>		

5.2 Inspection outcome

5.2.1 Registration status

An announced inspection was undertaken, during which Mrs Hughes-Brennan informed RQIA that it was her intention to cease operating the IPL service. Advice on how to cancel the registration of Papilio Beauty & Laser Clinic with RQIA was provided to Mrs Hughes-Brennan. The inspection was undertaken as scheduled and a number of areas of non-compliance were identified.

These areas focused on:

- authorised operator training;
- IPL safety;
- the management of clinical records and
- infection prevention and control

Following the inspection RQIA received an application for voluntary cancellation of registration, which has been approved.

There was evidence of good practice concerning staff recruitment; safeguarding; management of medical emergencies; adherence to best practice guidance in relation to COVID-19; 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.

6.0 Quality Improvement Plan/Areas for Improvement

Areas for improvement were identified to ensure compliance with The Independent Health Care Regulations (Northern Ireland) 2005 and Minimum Care Standards for Independent Healthcare Establishments (July 2014), however, as discussed in section 2.0, this service has deregistered and therefore no further action will be taken.



The **Regulation** and
Quality Improvement
Authority

The Regulation and Quality Improvement Authority
James House
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA

Tel 028 9536 1111
Email info@rqia.org.uk
Web www.rqia.org.uk
 [@RQIANews](https://twitter.com/RQIANews)