

Inspection Report

20 September 2024



AV Laser & Aesthetics

Type of Service: Independent Hospital (IH) – Cosmetic Laser
Address: 15-17 Dungannon Street, Moy, BT71 7SH
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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

<p>Organisation / Registered Provider: Mrs Viktorija Murray</p>	<p>Registered Manager: Mrs Viktorija Murray</p> <p>Date registered: 15 March 2023</p>
<p>Person in charge at the time of inspection: Mrs Viktorija Murray</p>	
<p>Categories of care: Independent Hospital (IH) Prescribed techniques or prescribed technology: establishments using Class 3B or Class 4 lasers PT(L)</p>	
<p>Brief description of how the service operates: AV Laser & Aesthetics is registered with the Regulation and Quality Improvement Authority (RQIA) as an Independent Hospital (IH) with the following categories of care: PT(L) Prescribed techniques or prescribed technology: establishments using Class 3B or Class 4 lasers.</p> <p>AV Laser & Aesthetics also provides a range of cosmetic/aesthetic treatments. This inspection focused solely on those treatments using a Class 4 laser machine that fall within regulated activity and the categories of care for which the establishment is registered with RQIA.</p> <p>A variation to registration application was submitted to RQIA prior to the inspection regarding the relocation to larger premises.</p> <p>Equipment available in the service:</p> <p>Laser equipment: Manufacturer: Cosmeditech Model: Eneka PRO diode Serial Number: 91-00398 Laser Class: 4 Wavelength: 800-820 nm</p> <p>Types of laser treatments provided: Hair removal</p>	

2.0 Inspection summary

This was a variation to registration inspection undertaken by a care inspector on 20 September 2024 from 9.00 am to 10.30 am.

The inspection sought to review the readiness of the establishment for the provision of laser treatments associated with the variation to registration application to relocate premises.

An RQIA estates support officer also reviewed the variation to registration application in regards to matters relating to the premises and has approved this application from an estates perspective.

No immediate concerns were identified regarding the delivery of front line client care.

The variation to registration application to relocate premises was approved from a care perspective following this inspection.

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).

Before the inspection a range of information relevant to the registration application was reviewed.

This included the following records:

- the variation to registration application
- the proposed statement of purpose
- the proposed patient guide
- the floor plans of new premises

During this inspection the treatment room and areas associated with the variation to registration application were inspected and discussed with Mrs Murray. There were examples of good practice found in relation to infection prevention and control (IPC) and decontamination, maintenance of the environment and laser safety.

4.0 The inspection

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

The last inspection to AV Laser & Aesthetics was undertaken on 25 March 2024; no areas for improvement were identified.

4.2 Inspection outcome

4.2.1 Is the statement of purpose in keeping with Regulation 7, Schedule 1 of The Independent Health Care Regulations (Northern Ireland) 2005?

Review of the 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. The statement of purpose had been updated to reflect any changes detailed in the variation to registration application. Mrs Murray is aware that the statement of purpose should be reviewed and updated as and when necessary.

4.2.2 Is the patient guide in keeping with Regulation 8, Schedule 1 of The Independent Health Care Regulations (Northern Ireland) 2005?

Review of the patient guide identified that it fully reflected the key areas and themes specified in Regulation 8 of The Independent Health Care Regulations (Northern Ireland) 2005. The patient guide had been updated to reflect any changes detailed in the variation to registration application. Mrs Murray is aware that the patient guide should be reviewed and updated as and when necessary.

4.2.3 Have any new authorised operators been recruited to work in the new premises in accordance with relevant legislation?

Mrs Murray told us that laser treatments are carried out by her as the authorised operator.

A review of the staff register evidenced that no new authorised operators had been recruited since the previous inspection. During discussion Mrs Murray confirmed that should authorised operators be recruited in the future all recruitment documentation as outlined in Schedule 2 of The Independent Health Care Regulations (Northern Ireland) 2005 would be sought and retained for inspection.

Mrs Murray is aware that any new authorised operators are required to be provided with a job description and induction on commencement of employment.

Discussion with Mrs Murray confirmed that she had a clear understanding of the legislation and best practice guidance in relation to recruitment and selection.

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

4.2.4 Are the new premises fully equipped to provide laser treatment to clients?

As discussed in section 1.0, AV Laser & Aesthetics has relocated to larger premises.

The laser service shares these premises with other self-employed professionals providing beauty and aesthetics treatments. The reception, waiting room and toilet are communal spaces for all clients.

A tour of the new premises was undertaken. A good standard of décor and furnishings were observed throughout the premises and client areas were found to be clean, tidy and comfortable. All fittings and kicker boards of cabinetry were seen to be finished to a high standard.

As this is a communal workspace, cleaning arrangements were discussed with Mrs Murray who assured us that cleaning duties would be delegated amongst staff in-house. Advice was provided to Mrs Murray to introduce and maintain up to date cleaning rotas and records for the premises.

As discussed in section 2.0, an RQIA estates officer undertook a desktop review of the application and has approved the application from an estates perspective.

It was determined that the premises were fit for purpose and equipped to meet the needs of clients

4.2.5 How does the service ensure that it adheres to infection prevention and control (IPC) and decontamination procedures?

The IPC arrangements were reviewed in relation to the new premises to evidence that the risk of infection transmission to clients, visitors and staff was minimised.

Review of the laser treatment room found it to be clean and finished to a high standard.

Storage was discussed with Mrs Murray and advice provided to use wall-mounts and/or shelving in order to eliminate clutter on floor and work surfaces. This would facilitate cleaning in accordance with best practice guidelines. Mrs Murray was receptive to this advice and agreed to action this.

Discussion with Mrs Murray evidenced that appropriate procedures were in place for the decontamination of equipment and cleaning the treatment couch between use.

Hand washing facilities were available and adequate supplies of personal protective equipment (PPE) were provided.

It was noted that disposable hand towels were not available in the communal toilet. This was brought to the attention of Mrs Murray who assured us that disposable hand towels would be ordered immediately.

As a result of assurances provided to RQIA, it was determined that the service would have appropriate arrangements in place in relation to IPC and decontamination.

4.2.6 How does the service ensure the environment is safe?

The premises were maintained to a good standard of maintenance.

Observations made evidenced that a carbon dioxide (CO₂) fire extinguisher is available which has been serviced within the last year.

Review of the new fire risk assessment, dated 15 August 2024, confirmed that any identified actions had been addressed.

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

4.2.7 How does the service ensure that laser procedures are safe?

A laser safety file was in place which contained the relevant information in relation to laser equipment. There was written confirmation of the appointment and duties of a certified laser protection advisor (LPA), which expires on 1 November 2024.

The establishment's LPA completed a risk assessment of the new premises during July 2024 and all recommendations made by the LPA have been addressed.

Mrs Murray confirmed that laser 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 November 2024. It was established that systems are in place to review the medical treatment protocols when due.

Mrs Murray told us that hair removal is provided to persons under 18 years of age. It was evidenced that relevant protocols are in place for the provision of treatments to persons aged 16 and 17 years. It was confirmed that any young person (i.e. under the age of 18) must first be seen by a medical practitioner and referred for a specific laser treatment. A review of records confirmed that no young persons have received laser hair removal treatment to date. Mrs Murray assured us that each record would include a referral letter from a medical practitioner and a consent form signed by an appropriate adult.

Mrs Murray as the laser protection supervisor (LPS) has overall responsibility for safety during laser treatments and a list of authorised operators is maintained. Mrs Murray had signed to state that she had 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.

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 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 laser equipment is in use but can be opened by a key from the outside in the event of an emergency. It was confirmed that arrangements for the safekeeping of the door key are in place.

Mrs Murray was aware that the laser safety warning sign should only be displayed when the laser equipment is in use and removed when not in use.

All other staff working at the establishment, but not directly involved in the use of the laser equipment, had received laser safety awareness training.

The laser machine 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.

AV Laser & Aesthetics has a laser register.

Mrs Murray tells us that she completes the relevant section of the register every time the laser machine 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 laser equipment in line with the manufacturer's guidance. The most recent service report for the laser, dated October 2023, was reviewed.

It was determined that appropriate arrangements were in place to operate the laser equipment.

5.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mrs Viktorija Murray, Registered Person, as part of the inspection process and can be found in the main body of the report.



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