

Inspection Summary Report

The Laser Beauty and Therapy Centre,
Menai Bridge

Inspection date: 08 February 2023

Publication date: 11 May 2023



This summary document provides an overview of the outcome of the inspection



We found that The Laser Beauty and Therapy Centre was committed to providing patients with a positive experience in a well maintained environment.

The registered manager and laser operators had the appropriate skills to deliver safe treatments.

The registered manager displayed a good knowledge and understanding of the governance required to operate the service safely and effectively.

No areas of non-compliance with the regulations, or areas for improvement were identified during the inspection.

Note the inspection findings relate to the point in time that the inspection was undertaken.



What we did

Full details on how we inspect the NHS and regulate independent healthcare providers in Wales can be found on our [website](#).

Healthcare Inspectorate Wales (HIW) completed an announced inspection at The Laser Beauty and Therapy Centre on 8 February 2023.

The inspection was conducted by a HIW Healthcare Inspector.

The Laser Beauty and Therapy Centre is registered as an independent hospital because it provides Class 3B/4 laser and Intense Pulsed Light Technology (IPL) treatments at Telford Road, Menai Bridge, Anglesey, LL59 5DR. IPL is a broad spectrum light source technology and is used by cosmetic and medical practitioners to perform various skin treatments for aesthetic and therapeutic uses. The clinic was first registered with HIW in 2013.

At the time of inspection, the staff team included three authorised users.

The clinic is registered to provide treatments to patients over the age of 16 years old (*with the exception of tattoo removal) as follows:

a) Lynton Lumina AQS system (Serial number LUM-544) for the following treatments:

- Hair removal
- Skin rejuvenation
- Vascular lesion (including thread veins and rosacea)
- Pigmented lesions
- Acne scarring
- Tattoo removal* (can only be provided to patients 18 years and over)
- Stretch marks
- Deeper lines and wrinkles
- Fungal nails
- Facial thread veins or “broken veins” and port wine birthmarks.

b) Lynton Lumina System (Serial number LUM-629) for the following treatments:

- Hair removal
- Vascular lesion (including thread veins)
- Skin rejuvenation
- Pigmented lesions

- Acne
- Acne scarring
- Fungal nails
- Facial thread veins or “broken veins” and port wine birthmark.

c) Quanta Plus C Evo Nd: Yag and Ruby Laser System (Serial number QCE0870-0617) for the following treatments:

- Tattoo removal* (can only be provided to patients 18 years and over)
- Pigmentation removal
- Skin rejuvenation
- Stretch marks
- Acne scarring
- Deeper lines and wrinkles.

d) Lynton Deka Motus AY Alexandrite and Nd: YAG laser system (Serial number M115A1-QX222204) for the following treatments:

- Hair removal
- Vascular lesions (including thread veins)
- Pigmented Lesions
- Skin rejuvenation
- Fungal Nails.

This summary version of the report is designed for members of the public.

A full report, which is designed for the setting, and describes all findings relating to the provision of high quality, safe and reliable care that is centred on individual patients can be found on our [website](#).

Quality of Patient Experience



Overall Summary

We found that The Laser Beauty and Therapy Centre was committed to providing a positive experience for patients in a pleasant environment with friendly and professional staff.

All patients who completed a HIW questionnaire rated the service provided by the clinic as very good.

We observed staff greeting patients in a polite and friendly manner, both in person and on the telephone.

There were systems and processes in place to ensure patients were being treated with dignity and professionalism.

What we found this service did well

- The clinic is committed to providing a positive experience for patients
- The clinic was very clean and tidy
- Staff were polite, caring and listened to patients
- Bilingual service offered
- The clinic had a system in place for seeking the views of patients.



Patients told us:

Patients provided us with the following comments:

“I have received excellent care. Staff are always willing to listen to concerns and able to put me at ease. They are also very knowledgeable and have supported me to other treatments when appropriate.”

“Very professional with a friendly smile & lots of information”

“The team here are fantastic, warm and friendly. I would recommend them without hesitation. I have always been made to feel at ease.”

“The team are always friendly, caring and very professional.”

“Just fantastic.”

“Excellent standard of care always.”

“Always friendly & relaxing atmosphere, very welcoming.”

Delivery of Safe and Effective Care



Overall Summary

We found that The Laser Beauty and Therapy Centre was meeting the relevant regulations associated with the health, safety and welfare of staff and patients.

The clinic was very well maintained and well equipped to provide the services and treatments they are registered to deliver. All areas were very clean and free from any visible hazards.

There were good arrangements in place to ensure that the laser machines were used appropriately and safely.

The registered manager and staff were very knowledgeable, professional and demonstrated their understanding of where and how to access advice and guidance.

We found evidence that patients were provided with safe and effective care.

What we found this service did well

- The clinic and treatment rooms had been designed and finished to a high standard
- Treatment rooms were clean, well equipped and fit for purpose
- Patients were provided with enough information to make an informed decision about their treatment
- We saw evidence that patients were satisfied with their treatments and services provided
- Patient notes were of a good standard.

Patients told us:

Patients provided us with the following comments:

“Personal service always very happy with any treatment.”

“Excellent customer service, H&S measures.”

“Always clean, tidy and considerate.”

“Always very professional and clean, warm environment.”

“Service and procedure are excellent, very kind and professional service.”



Quality of Management and Leadership

Overall Summary

The Laser Beauty and Therapy Centre has an established team with good leadership and clear lines of accountability.

The day to day management of the clinic was the responsibility of the registered manager, who we found to be very committed to providing high quality patient care.

We observed that the staff team worked very well together and were committed to providing a high standard of care for patients.

What we found this service did well

- Patient information was kept securely
- We saw that all staff worked well together as part of a team.

Next steps

Where we have identified improvements and immediate concerns during our inspection which require the service to take action, these are detailed in the appendices of the full inspection report.

When we identify concerns that pose an immediate risk to patient safety, we ask the service to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the service to protect patient safety and approved by us. We also provide a detailed table of improvements identified during the inspection where we require the service to tell us about the actions they are taking to address these areas and improve the quality and safety of healthcare services. In addition, we outline concerns raised and acknowledge those resolved during the inspection.

At the appropriate time HIW asks the service to confirm action has been taken in line with management responses documented in the improvement plan. We also ask service to provide documented evidence of action taken and/or progress made.

