

Inspection Summary Report

Vale Laser Aesthetics, Canton, Cardiff

Inspection date: 9 February 2023

Publication date: 12 May 2023



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

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Overall, we found that Vale Laser Aesthetics was committed to providing a positive experience for their patients in a compact environment.

All patients rated the service they received as 'very good' in the patient questionnaires completed.

We found that staff worked hard to ensure safe and effective care.

We identified a regulatory breach during this inspection regarding the first aid training of the laser operator being out of date. Further details can be found in Appendix B.

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 of Vale Laser Aesthetics on 9 February 2023.

Our team for the inspection comprised of one HIW Healthcare Inspector.

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

Overall, Vale Laser was committed to providing treatments to patients in a safe and welcoming environment. There were suitable arrangements in place to protect the privacy and dignity of patients.

The responsible individual ensured patients were provided with detailed information pre and post treatment so they could make informed decisions about their treatment. They made efforts to ensure patients received a quality experience and this was reflected in the patients' feedback; with all patients rating the service they received as 'very good'.

Where the service could improve

- Inform patients of the results of feedback received.

What we found this service did well

- Positive patient feedback
- Ensuring patients were fully involved in their treatment.

Patients told us:

- *Love coming here staff great.*
- *More available days*
- *Nothing could improve the fantastic experience I've had and continue to have*
- *Everyone is amazing*
- *It's perfect top marks*
- *Prices are good and staff are amazing*
- *All great*
- *Good experience.*
- *Could not improve on anything.*

Delivery of Safe and Effective Care



Overall Summary

The clinic provided patients with safe and effective care. Suitable arrangements were in place for the maintenance and on-going safety of the intense pulsed light (IPL) / laser equipment. Good infection prevention and control arrangements were evident.

There was an effective patient records system, which provided patients with appropriate pre and post treatment information and recorded their consent to treatment.

The clinic need to ensure that the first aid kit in the building is regularly checked.

Where the service could improve

Immediate assurances:

- The first aid training of the laser operator was out of date.

What we found this service did well

- Appropriate infection control arrangements
- Ensuring patient records were clear.

Patients told us:

- *Great service and easy to talk to the professional here*
- *Julie is a very knowledgeable laser technician and made my treatments enjoyable*
- *It's always done with dignity and my wishes are respected, Julie is so respectful caring and professional*
- *Staff friendly, always polite, take their time. Julie is outstanding. I would like to mention on every appointment i am extremely happy. This clinic is the best clinic I have ever used. Staff very friendly and professional. Clinic is very, very clean*
- *Excellent service, clean, lovely staff.*
- *Very clean excellent service*



Quality of Management and Leadership

Overall Summary

The responsible individual was patient focused and familiar with the treatments provided. The clinic provided a positive service to customers with no complaints made of the setting.

There was a wide range of up-to-date policies and procedures in place.

Where the service could improve

- Formally documenting team meetings.

What we found this service did well

- Ensuring all policies and procedures were in place and up to date.

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 services to provide documented evidence of action taken and/or progress made.

