

# Inspection Summary Report

SkinDeep Clinic, Aberystwyth

Inspection date: 13 February 2023

Publication date: 16 May 2023



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



Patients were provided with treatments in a modern and welcoming clinic setting. In response to the HIW questionnaires we distributed prior to the inspection, patients expressed positive feedback about the service and treatments that they had received.

The service provided patients with safe and effective care. We found that treatments were provided by suitably trained staff and there was an effective system in place to obtain, review and record patient medical histories and consent prior to each treatment. There were suitable arrangements in place for the maintenance and on-going safety of the laser equipment.

We found the registered manager to be patient focused and knowledgeable of the treatments provided and had maintained and develop the learning and development of the wider team.

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 Skindeep clinic, Rhoshendre, Waun Fawr, Aberystwyth SY23 3QH on 13 February 2023.

Our team for the inspection comprised of one HIW 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

- Patients were provided with treatments in a modern and welcoming clinic setting. In response to the HIW questionnaires we distributed prior to the inspection, patients expressed positive feedback about the service and treatments that they had received.

## Where the service could improve

- No areas for improvement were identified.

## What we found this service did well

- The clinic setting was modern and welcoming
- Patients provided a breadth of positive feedback about the staff and quality of treatments provided by the setting.

### Patients told us:

*“Excellent standard of service and care. I have recommended this salon to many people.”*

*“Very clinical and hygienic. Made me feel comfortable.”*

*“Staff friendly and informative.”*

# Delivery of Safe and Effective Care



## Overall Summary

- The service provided patients with safe and effective care. We found that treatments were provided by suitably trained staff and there was an effective system in place to obtain, review and record patient medical histories and consent prior to each treatment. There were suitable arrangements in place for the maintenance and on-going safety of the laser equipment.

## Where the service could improve

- Ensure that evidence of safeguarding training is retained on file for future inspections.

## What we found this service did well

- Effective system in place to ensure that patients medical histories and consent to treatment was obtained, reviewed, and recorded
- Suitable laser safety and maintenance arrangements.



# Quality of Management and Leadership

## Overall Summary

- We found the registered manager to be patient focused and knowledgeable of the treatments provided and had maintained and develop the learning and development of the wider team.

## Where the service could improve

- No areas for improvement identified.

## What we found this service did well

- Appropriate arrangements for on-going training, learning and development.

## 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 health board to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the health board 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 health board to confirm action has been taken in line with management responses documented in the improvement plan. We also ask health boards to provide documented evidence of action taken and/or progress made.

