

Inspection Summary Report

Pure Perfection Clinic, Denbighshire

Inspection date: 18 April 2023

Publication date: 19 July 2023



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



We found that Pure Perfection Clinic, Denbighshire was committed to providing patients with a positive experience in a well maintained environment.

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

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

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 Pure Perfection Clinic on 18 April 2023. Our team for the inspection comprised of a HIW Healthcare Inspector.

Pure Perfection Clinic is registered as an independent hospital because it provides Class 3B/4 laser and Intense Pulsed Light Technology (IPL) treatments at Pure Perfection Clinic, Chester Road, Rossett, LL12 0HW. 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 on 27 October 2021.

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

The clinic is registered to provide hair removal, vascular and pigmented lesion treatments to patients aged 18 years old and over.

The clinic is also registered to provide acne treatment to patients aged 12 years and over.

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

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 Pure Perfection Clinic was committed to providing a positive experience for patients in a pleasant environment with friendly and professional staff.

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:

“Friendly and professional.”

“Always clean.”

“Everyone is extremely knowledgeable, friendly and welcoming. Everything clean, tidy and all questions answered thoroughly and made to feel at ease. Such a lovely place to come to.”

“Staff make me feel very welcome, always greeted with a smile.”

Delivery of Safe and Effective Care



Overall Summary

We found that Pure Perfection Clinic 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 machine was 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 room had been designed and finished to a high standard
- Treatment room was 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.



Quality of Management and Leadership

Overall Summary

Pure Perfection Clinic 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 clinic 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.

Where the service could improve

- Implement a system to evidence that all staff have read and understood the clinic' policies.

What we found this service did well

- We saw certificates showing that authorised users of the laser machine had completed the Core of Knowledge training and training on how to use the laser machine
- 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.

