

Inspection Summary Report

SYWL Aesthetics and Skin Clinic, Flint

Inspection date: 18 July 2023

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

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We found that SYWL Aesthetics and Skin Clinic, Flint was committed to providing patients with a positive experience in a well maintained environment.

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

Directors of the clinic 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 at SYWL Aesthetics and Skin Clinic on 18 July 2023.

The inspection was conducted by two 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

We found that SYWL Aesthetics and Skin 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.

Where the service could improve

- Recording of the laser shot count within the treatment register and patients individual records.

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
- The clinic had a system in place for seeking the views of patients.

Patients told us:

Patients provided us with the following comments:

“Absolutely loved the treatment. The results are very effective after one treatment I could see the difference after a couple of weeks! I’m made up with it. Very professional.”

“It’s very clean and friendly.”

Delivery of Safe and Effective Care



Overall Summary

We found that SYWL Aesthetics and Skin 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 machines were used appropriately and safely.

The registered manager was 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.

Where the service could improve

- Ensure that the fire extinguisher is serviced annually
- Ensure that regular fire drills are conducted
- Ensure that cleaning schedules are developed and maintained for the premises.

What we found this service did well

- Treatment room was clean, well equipped and fit for purpose
- Patients were provided with enough information to make an informed decision about their treatment
- Patients were satisfied with the treatments and services provided
- Patients' notes were of a good standard.



Quality of Management and Leadership

Overall Summary

SYWL Aesthetics and Skin 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 registered manager, who we found to be very committed to providing high quality patient care.

What we found this service did well

- Authorised users of the laser machines had completed the Core of Knowledge training and training on how to use the laser machines
- Patient information was kept securely
- 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 services to provide documented evidence of action taken and/or progress made.

