

Inspection Summary Report

Neat Sweet Feet, Penarth

Inspection date: 09 October 2023

Publication date: 09 January 2024



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

Digital ISBN 978-1-83577-365-9
© Crown copyright 2024



It was clear that Neat Sweet Feet was committed to providing patients with a positive experience in a well-maintained environment. All questionnaire respondents provided positive feedback on the service they received.

There were two laser operators at Neat Sweet Feet. We saw evidence that they both had the appropriate skills and training to deliver safe treatments.

Patient records were stored securely and were maintained to a good standard.

We saw that the setting had a comprehensive policies and procedures register in place. All policies reviewed were in date and included dates for annual review.

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 Neat Sweet Feet on 09 October 2023.

Our team for the inspection comprised of a 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

It was evident that staff at Neat Sweet Feet were committed to providing a high standard of care for patients, in a welcoming and well- maintained environment. Patients expressed positive feedback about the service and treatments that they had received. All patients who completed HIW questionnaires rated the service as ‘very good’.

What we found this service did well

- The setting was clean, tidy, and maintained to a high standard.
- Staff were committed to providing a professional service and positive experience for their clients.
- Patients had access to extensive and up-to-date information about the services provided, both via the setting’s website and the patient information leaflet.

Delivery of Safe and Effective Care



Overall Summary

It was evident that the service provided patients with safe and effective care. Suitable arrangements were in place for the maintenance and on-going safety of the IPL/laser equipment. We also saw comprehensive risk assessments in place for infection control and fire safety. Patient records were stored securely and well maintained.

Where the service could improve

- We require the registered manager to arrange for the fire extinguisher to be serviced annually and provide evidence of this service.

What we found this service did well

- The treatment room was clean, well equipped and fit for purpose.
- Patient records were stored securely and maintained to a good standard.

Quality of Management and Leadership



Overall Summary

It was clear that both individuals working at Neat Sweet Feet had the appropriate skills and relevant knowledge to deliver safe treatment to patients. We saw evidence of both having completed relevant training to be able to deliver laser treatments safely and effectively. The setting also had a comprehensive register of policies and procedures in place which was up-to-date and annually reviewed.

What we found this service did well

This is what the service did well:

- Both the registered manager and the staff member working at the setting were up to date with mandatory training
- An up-to-date complaints policy was in place and included HIW contact details.
- We saw evidence of annual appraisals taking place and DBS checks in place for the registered manager and staff member.

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.

