

Inspection Report 2008/2009

The Beauty Wardrobe Limited

1232-34 Leeds Road, Bradford, West Yorkshire, BD3 8LG

Introduction

Certain independent healthcare providers in England must be registered with the Healthcare Commission. Those that need to be registered are defined in the Care Standards Act (2000) and include Acute and Mental Health Hospitals, some private doctors and some smaller medical services that provide specialist medical services such as endoscopy. To register, they need to demonstrate compliance with the Act and associated regulations. The Healthcare Commission tests providers' compliance by assessing each registered establishment against a set of National Minimum Standards, which were published by the Government and set out the minimum standards for different types of independent health services.

In addition to this report, the establishment has been given further details about how we have arrived at their assessment. If you wish to see or discuss this additional information, you may ask the provider for this, at their discretion. The establishment's action plan, which sets out the steps it is taking in response to this assessment, may also be requested from the provider. You should contact the Registered Person at the establishment address at the top of this page regarding both the additional information and the action plan.

Background

The establishment is situated a short distance from Bradford city centre on the main Bradford to Leeds road and has roadside parking immediately outside the premises. The premises had recently been extended into the existing premises next door. This extension had provided an opportunity to improve the quality of the environment for clients receiving treatment. The establishment is an independently owned salon providing registered services for hair reduction treatments only, on clients aged eighteen and above using an intense pulse light system (IPL). The registered manager together with one other member of staff are the authorised users of the IPL equipment and both users had completed all the appropriate training to perform hair reduction treatments. The IPL treatment room is situated to the rear of the premises on the ground floor, which provides privacy for clients receiving treatment. The premises are securely managed and pleasantly decorated.

This inspection took place on 22 October 2008, and was announced.

Main findings

The registered provider completed and returned their 2008/2009 self-assessment documents and a risk-based assessment in accordance with the Healthcare Commissions guidance was completed. This resulted in a reduced number of the core and service specific national minimum standards being assessed at the visit. The service overall was in general meeting the needs of the clients and of the five national minimum standards assessed at this inspection, three were met and two were almost met. Throughout the visit all the staff remained helpful, professional and courteous at all times and the assessor would like to take this opportunity to thank the registered manager and salon staff for their co-operation and assistance.

Registration Categories

This registration is granted within the following categories only

Description	Service Category
Prescribed techniques or prescribed technology: establishments using intense light sources	PT(IL) Intense Light Sources

Conditions of registration

This registration is subject to the following conditions. Each condition is inspected for compliance. The judgement is described as Met, Almost Met, Not Met or Not Inspected

Condition	Assessment
The establishment is registered to provide treatment to persons aged 18 (eighteen) years and over only.	Not inspected
The establishment is registered for the use of 1 (one) Intense Pulsed Light (IPL) Source only.	Met
The establishment is registered to provide treatment for Hair Reduction only.	Met

Assessments

Prior to assessment, each establishment or agency is required to complete an assessment of their own performance against the National Minimum Standards. This is used along with other performance information held by the Commission to make a decision on the need for further assessment. Where overall assessment shows compliance with the standards, organisations may not be inspected each year.

The Healthcare Commission only carries out on site inspections to make assessments of standards where we do not have sufficient evidence that the required level of performance is being achieved. In some instances, we do not assess a standard. This is either because the standard was not applicable or because, following an assessment of the risks, no risks were identified and therefore it was decided that there was no need for the standard to be further checked through an inspection.

Our inspections are targeted to areas of potential risk. They focus on areas where previous inspections, the establishment's own data and inspectors' observations suggest potential risks. Further areas are also added as spot checks. In general, a smaller number of standards assessed at inspection reflects a strong ability in the establishment to demonstrate satisfactory performance. The Healthcare Commission is required to inspect establishments at least once every five years and this report reflects the assessment of the establishment or agency at a given point in time.

For each standard that we assess, we use a four point scale.

Standard met	Achieving the required levels of performance in all aspects of the standard
Standard almost met	Not achieving the required levels of performance in some aspects of the standard
Standard not met	Significant action is needed to achieve the required levels of performance
Not inspected	This is either because the standard was not applicable or because, following an assessment of the risks, no risks were identified and therefore it was decided that there was no need for

the standard to be further checked through an inspection.

The assessments are grouped under the following headings:

- Safety - does the establishment provide treatment and care safely?
- Clinical and cost effectiveness - is the best possible treatment provided?
- Governance - is the establishment well run?
- Patient focus - does the establishment put the patient first?
- Accessible and responsive care - is care organised around patients' needs and wishes?
- Care environment and amenities - is the place where you are treated well designed and maintained?

Types of Standards

Each standard number is prefixed by a letter denoting the type of standard it represents:

C	Core Standards
A	Acute Hospitals
M	Mental Health Establishments
H	Hospices
MC	Maternity Hospitals
TP	Termination of Pregnancy Establishments
P	Prescribed Techniques and Prescribed Technology – includes Lasers, Intense Pulsed Lights, Dialysis, Endoscopy, Hyperbaric Oxygen Treatment and In-Vitro Fertilisation
PD	Private Doctors

Requirements

Following assessment, improvements are required for those standards, which are found to be judged either 'not met' or 'almost met' and do not comply with the Private and Voluntary Healthcare Regulations 2001. Improvement to comply with the requirements is the responsibility of the 'registered person' who may be either the registered manager or the registered provider. The Healthcare Commission will ask the provider for their plan of action to demonstrate how they are going to comply with the requirement(s) made. The Healthcare Commission will then agree and monitor the action plan but if necessary, will take enforcement action to ensure compliance with the regulations.

Assessments and Requirements

Safety

Number	Standard Topic	Assessment
C13	Child Protection Procedures	Standard not inspected
C18	Condition and Maintenance of Equipment and Supplies	Standard not inspected
C20	Risk Management Policy	Standard not inspected
C22	Medicines Management	Standard not inspected
C23	Ordering and Storage of Medicines	Standard not

Number	Standard Topic	Assessment
		inspected
C24	Controlled Drugs	Standard not inspected
C25	Infection Control	Standard not inspected
C26	Medical Devices and Decontamination	Standard not inspected
P3	Safe operation of lasers and intense pulsed lights	Standard not inspected

No	Standard	Regulation	Requirement	Time scale
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Clinical and cost effectiveness

Number	Standard	Assessment
C3	Management of Patient Conditions	Standard not inspected
C4	Monitoring Quality	Standard not inspected
P2	Training for staff using lasers and intense pulsed lights	Standard met

No	Standard	Regulation	Requirement	Time scale
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Governance

Number	Standard	Assessment
C7	Policies and Procedures	Standard not inspected
C8	Role and Responsibilities of the Registered Manager	Standard not inspected
C9	Human Resources Policies and Procedures	Standard not inspected
C10	Practising Privileges	Standard not inspected
C11	Compliance with Professional Codes of Conduct	Standard not inspected
C12	Health Care Workers and Blood Borne Viruses	Standard not inspected
C16	Worker's Concerns	Standard not inspected
C28	Contracts	Standard not inspected
C29	Records Management	Standard not inspected
C30	Completion of Health Records	Standard not inspected
C31	Information Management	Standard not inspected
C32	Research	Standard not inspected
P1	Procedures for use of lasers and intense pulsed lights	Standard not inspected

No	Standard	Regulation	Requirement	Time scale
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Patient focus

Number	Standard	Assessment
C1	Information for Patients	Standard almost met
C2	Patient Centred Care	Standard not inspected
C5	Care of the Dying	Standard not inspected
C14	Complaints Process	Standard not inspected
C15	Information for Patients about Complaints	Standard not inspected
C19	Catering Services for Patients	Standard not inspected
C27	Resuscitation	Standard not inspected

No	Standard	Regulation	Requirement	Time scale
1	C1	6-(1)(2) Schedule 1	<p>Findings The establishments' current statement of purpose was up to date, but did not include all of the information as listed in Schedule 1.</p> <p>Action Required The registered person must ensure that all the information as listed in Schedule 1, is included within their statement of purpose, so that clients receive clear and accurate information about the establishments' service provision.</p>	31 Nov 2008
2	C1	7-(1)(2)	<p>Findings The establishment had a range of up to date information, available separately for client's, which included the statement of purpose, the range of services and treatments available, treatment charges, payment methods, annual client survey results, but this information was not in the form of a written guide referred to as the patient guide.</p> <p>Action Required The registered person must ensure that a concise written patient guide is available for public inspection at all times, so that clients receive clear and accurate information about the quality of services, treatments and likely costs.</p>	31 Nov 2008

Accessible and responsive care

Number	Standard Topic	Assessment
C6	Patient's Views	Standard met

No	Standard	Regulation	Requirement	Time scale
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Care environment and amenities

Number	Standard Topic	Assessment
C17	Health Care Premises	Standard almost met
C21	Health and Safety Measures	Standard met

No	Standard	Regulation	Requirement	Time scale
3	C17	25-(2)(a)	<p>Findings: The premises had recently been extended into the next door property; local council planning permission had been approved. Even though the majority of requirements to meet this standard were in place, final council approval on completion of the building alterations had not been granted at the time of inspection.</p> <p>Action Required: The registered person must ensure that final council approval is obtained on the changes to the premises in compliance to all planning and building regulations, so that clients are assured that the premises are of sound construction and safe.</p>	31 Dec 2008

The Healthcare Commission exists to promote improvement in health and healthcare. We have a statutory duty to assess the performance of healthcare organisations, award annual performance ratings for the NHS and coordinate reviews of healthcare by others. In doing so, we aim to reduce the regulatory burden on healthcare organisations and align assessments of the healthcare provided by the NHS and the independent (private and voluntary) sector. The Healthcare Commission's full name is the Commission for Healthcare Audit and Inspection.

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