

Review of compliance

<p>Elan Beauty Limited Elan Medical Skin Clinic</p>	
Region:	East
Location address:	38A High Street Rayleigh Essex SS6 7EF
Type of service:	Acute services without overnight beds / listed acute services with or without overnight beds
Date of Publication:	August 2011
Overview of the service:	Elan is located in Rayleigh town centre and provides a selection of therapies via light heat energy (LHE) equipment, such as hair removal, treatments for psoriasis, acne, facial telangiectasia and skin rejuvenation. The treatments are provided by a registered nurse.

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Elan Medical Skin Clinic was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 2 August 2011, talked to staff and talked to people who use services.

What people told us

We spoke with two people who have recently used the service. Both said that they were happy with the way they were treated and involved in decisions about their treatment. They received clear information about the treatments available and were asked for their views afterwards. They said that they were made to feel comfortable in discussing any concerns with the registered manager and had a lot of confidence that the member of staff performing the treatments was well trained.

What we found about the standards we reviewed and how well Elan Medical Skin Clinic was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People who use the service are respected and fully involved in their care.

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

The provider looks after the care and welfare needs of people who use the service.

Outcome 07: People should be protected from abuse and staff should respect their human rights

People who use the service are safeguarded from abuse.

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

Elan is appropriately staffed by people who are supported and trained to carry out their roles.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

The quality of the service provision at Elan is regularly monitored and assessed.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

We spoke with two people who have recently used the service. Both said that they were happy with the way they were treated and involved in decisions about their treatment. They received clear information about the treatments available and were asked for their views afterwards.

Other evidence

The waiting area for people who use the service is clean, modern and comfortable and staff were friendly and helpful.

There is clear information available about the service in the clinic and on the provider's website. Information was seen to have been kept up to date and is appropriate to people using the service.

People are given a full consultation before any treatments are carried out and those wishing to have light heat energy (LHE) treatments have a patch test done to see if there is any adverse reaction to the skin before the course is started. There is information available about fees and feedback is requested of all customers and reviewed.

Our judgement

People who use the service are respected and fully involved in their care.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

People with whom we spoke were satisfied with the care and treatment they received at Elan.

Other evidence

Local rules for the LHE machine were available and Elan retains the services of an independent laser protection advisor (LPA). There are up-to-date medical protocols available for the LHE machine, which include patch testing, contra-indications and adverse reactions. A safety checklist is followed before the start of each use, the appropriate laser signage was on display and door locks were present. There is a maintenance contract in place for the LHE machine. The registered manager is fully trained to provide all associated treatments and in laser safety.

Three medical records were reviewed for people who have used the service. All contained details of consents, evaluation of the previous treatments and details of how the person found the treatment and if there was any discomfort or reactions.

The registered manager is now a qualified nurse prescriber and prescribing protocols were available. She is registered with the Nursing and Midwifery Council (NMC) as a prescriber and provides evidence of continuing professional development in this area to the NMC each year before her licence is renewed. There is a copy of the latest version of the British National Formulary in the clinic and the registered manager is also a member of the British Association of Cosmetic Nurses and the British Dermatological Nurses Group, which are used as sources of advice about best practice, learning and regulation.

Our judgement

The provider looks after the care and welfare needs of people who use the service.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

People said they would feel comfortable in discussing any concerns with the registered manager if they had had any.

Other evidence

The clinic has bookmarked the internet page of the local safeguarding team. All three staff at the clinic are aware of the process to follow in event of any concerns about the welfare of anyone attending the clinic. There is a local policy for reference, which includes responsibilities, spotting abuse and how to report it. There have been no safeguarding referrals made by Elan.

Our judgement

People who use the service are safeguarded from abuse.

Outcome 13: Staffing

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by sufficient numbers of appropriate staff.

What we found

Our judgement

The provider is compliant with Outcome 13: Staffing

Our findings

What people who use the service experienced and told us

People said that they had a lot of confidence in the staff performing the treatments and that they were very well informed.

Other evidence

There are only three staff at Elan: the registered manager and two receptionists. There are regular staff meetings and one-to-one reviews and each of the employees has an annual appraisal. All staff have up-to-date Criminal Records Bureau (CRB) checks. The registered manager maintains contact with a number of professionals via the British Association of Cosmetic Nurses and the British Dermatological Nurses Group and her laser protection advisor. She is also a member of the Royal College of Nursing.

Our judgement

Elan is appropriately staffed by people who are supported and trained to carry out their roles.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

People said they were fully informed and involved in decisions about their care and treatment and were given opportunities to feedback about their experiences.

Other evidence

Feedback is obtained from people after each treatment and used to inform and develop the service. There is clear information provided including how to make a complaint. The registered manager maintains contact with a number of professionals via the British Association of Cosmetic Nurses and the British Dermatological Nurses Group and her laser protection advisor. She is also a member of the Royal College of Nursing. Treatments are audited to see if there have been any complications and why these might have occurred and any changes are then implemented. Any incidents are also reviewed for learning purposes. There is a maintenance contract in place for the LHE machine and up-to-date medical and prescribing protocols. The registered manager has access to the latest version of British National Formulary.

Our judgement

The quality of the service provision at Elan is regularly monitored and assessed.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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