

Diamond Skin Care

Inspection report

25-27

Dr Torrens Way, New Costessey

Norwich

NR5 0GB

Tel: 01603744014

www.diamondskincare.co.uk

Date of inspection visit: 1 February 2022

Date of publication: 24/02/2022

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Not inspected

Are services safe?

Inspected but not rated



Overall summary

We carried out a focussed inspection of Diamond Skin Care on 1 February 2022.

On 8 November 2021 we carried out an announced comprehensive inspection of Diamond Skin Care as part of our inspection programme. The service was rated as Inadequate and placed into special measures. As a result of the concerns identified we issued a Section 29 warning notice on 18 November 2021 in relation to a breach of Regulation 12 Safe Care and Treatment. This subsequent inspection was carried out to review compliance with the breaches identified in the warning notice only.

The full reports for previous inspections can be found by selecting the 'all reports' link for Diamond Skin Care on our website at www.cqc.org.uk

Diamond Skin Care Limited is registered under the Health and Social Care Act 2008 to provide the following regulated activities:

- Diagnostic and screening procedures.
- Surgical Procedures
- Treatment of disease, disorder or injury.

This service provides independent dermatology services, offering a mix of regulated skin treatments as well as other non-regulated aesthetic treatments. There are some exemptions from regulation by CQC which relate to particular types of regulated activities and services and these are set out in Schedule 1 and Schedule 2 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We only inspected and reported on the services which are within the scope of registration with the CQC.

The Director of Diamond Skin Care is the Registered Manager. A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Our key findings were:

- The provider had made improvement to mitigate the risks identified in the Section 29 warning notice.
- Arrangements were in place to take appropriate action if there was a clinical or medical emergency and the risks had been assessed.
- The practice had undertaken a risk assessment to ascertain if emergency medicines were required for their service.
- The system had been improved to ensure the proper and safe management of medicines.
- Infection prevention and control risks had been assessed.
- The service had implemented a training matrix to give clear evidence regarding the completion and oversight of staff training, including safeguarding adults and children, infection prevention and control, basic life support and fire safety.
- Management oversight of staff immunisation records was in place.

The areas where the provider **should** make improvements are:

- Continue to monitor and embed the new systems and processes which have been implemented to ensure they continue to be effective and sustained.
- Continue to ensure that policies and procedures are specific to the premises from where the service is delivered, including that relating to the health and safety of staff and patients.

Overall summary

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector and a GP specialist adviser.

Background to Diamond Skin Care

The name of the registered provider is Diamond Skin Care Limited. The registered address of the provider is 129 School Lane, Little Melton, Norwich, Norfolk, NR9 3LB.

The provider has two registered locations. One is based in Colchester at Abbey Field Medical Centre, Ypres Road, Colchester, CO2 7UW.

The other location is based in Norwich at 25-27 Dr Torren's Way, Norwich, Costessey, NR5 0GB, with a branch site at Eastpoint Consulting Rooms, Lowestoft Rd, Gorleston-on-Sea, NR31 6LA.

The provider first registered with CQC in 2013 and is registered to provide services to the whole population. The service is available to both children and adults. However, surgical treatments were available to children over the age of 12 and adults only. The services offered include those that fall under registration, such as mole and cyst removal, medical acne treatment and Botox injections for the treatment of excessive sweating. Other procedures, that do not fall under the scope of registration include for example, non-surgical wart and verruca removal.

There were approximately 150 patients who were currently undergoing treatment with the service.

The clinic is located at 25-27 Dr Torrens Way, a purpose-built GP practice on the outskirts of Norwich. Diamond Skin Care used two rooms within the premises. There is free parking at this clinic.

The service was open Monday to Friday from 9am to 5pm. The service is accessed through booking a free advice call or appointment online on the service website. Patients could also book an appointment by telephone, could complete an online request for a call back within 24 hours (Monday to Friday) and there was a live chat on their website.

- The providers website is www.diamondskincare.co.uk

Are services safe?

This inspection was carried out to review compliance with the breaches identified in the warning notice only.

Arrangements were now in place to take appropriate action if there was a clinical or medical emergency and the risks had been assessed. The service risk assessment including the use of Lidocaine and the service decided they did not require any emergency medicines to be held.

The provider had reviewed the policy and procedures for managing emergencies including reference to the nearest defibrillator which was located within the premises they shared with a GP practice. The service had the use of an alarm button within the clinic room which alerted the practice to the need for immediate help. The service told us they planned to discuss with the landlord additional signage in the clinical room to cover both fire safety, evacuation plans and access to the defibrillator.

The system had been improved to ensure the proper and safe management of medicines. During the inspection, the service shared with us the improved template used to record infection prevention and control checks and for checks to ensure medicines and consumables were safe to use. This template was electronically signed by the person undertaking the checks and included a section where the service highlighted any item that might be nearing the expiry date. The service told us they had included regular audit where an ad hoc check of items would be recorded to ensure the new system was effective.

Infection prevention and control risks had been assessed and improvements had been implemented regarding the management of clinical waste. Processes were now in place for the service to identify their clinical waste ensuring safe disposal.

The service had implemented a training matrix to give clear oversight of staff training, including safeguarding adults and children, infection prevention and control, basic life support and fire safety. The matrix showed all staff had completed training which the service deemed mandatory.

The management team had implemented a system to ensure they had oversight of staff immunisation records and that risks associated with individuals' roles had been considered.

At our previous inspection we identified one patient who had been prescribed isotretinoin. This medicine can have a serious side effect, and lead to changes in mood and behaviour, although rare. At that inspection we did not see evidence in the patient's notes that low mood, suicidal ideas or any other mental health problems had been specifically discussed with them.

At this inspection we reviewed the consultation record of one patient and saw that it contained an entry reflecting there was no reported change in mood. We discussed this with the clinical staff who told us they used an electronic template to record the discussion, and if any mood change or suicidal ideas were reported by the patient. Further free text entries would be added, and the patient assessed to ensure they had received safe care and treatment. We noted further improvements had been made to the patient consent/disclaimer form to ensure the patient had received the relevant information.