

Modality Medical Spa - Birmingham

Inspection report

251 Soho Road
Handsworth
Birmingham
West Midlands
B21 9RY
Tel: 08446930425
www.modalitymedicalspa.co.uk

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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

Good 

Are services safe?

Good 

Overall summary

We carried out an announced comprehensive inspection of Modality Medical Spa - Birmingham in June 2019, the overall rating was good. While no breaches of legal requirements were found, the service was rated as requires improvement for providing safe services. This was because we identified some areas where the provider should make improvements.

We carried out a focussed desk-based inspection of Modality Medical Spa - Birmingham on 9 October 2019 to check that the provider had made improvements in line with our recommendations. This report only covers our findings in relation to those requirements.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Modality Medical Spa - Birmingham on our website at www.cqc.org.uk.

Our key findings across all the areas we inspected were as follows:

- Since our comprehensive inspection in June 2019, the provider had reviewed and improved their processes for the management of fire risk.
- The provider had reviewed their internal health and safety risk assessment to ensure it was specific to this service and that it adequately assessed and managed fire risks.
- The provider had purchased suitable equipment to safely evacuate people with mobility difficulties in the event of a fire and provided staff with training on its use.
- Staff had completed appropriate fire training.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

This desk-based inspection was carried out by a CQC Inspector.

Background to Modality Medical Spa - Birmingham

Modality Medical Services Limited is the registered provider of Modality Medical Spa – Birmingham. The Spa is an independent healthcare provider located in Birmingham. The service operates from first floor accommodation based at 251 Soho Road, Handsworth, Birmingham, B21 9RY. More information about the service can be found on their website www.modalitymedicalspa.co.uk.

The service provides cosmetic dermatological minor surgery to private fee-paying patients. The service provides treatment to children and adults. The service also provides aesthetic treatments that are out of scope of regulation, we did not look at these during the inspection.

Between July 2018 and May 2019, the service carried out 17 minor surgical procedures. The provider told us patients accessing the service are mostly from a South Asian or African-Caribbean ethnic background.

Parking is available behind the Spa. The service has access to a minor operations room, waiting area, lift, toilets and two other rooms used for aesthetic treatments.

The service is registered with CQC to provide the following regulated activities:

- Diagnostic and screening procedures
- Surgical procedures

- Treatment of disease, disorder or injury

The service is open Monday to Friday 9am to 5pm and 9am to 7pm two Thursdays a month. Appointments for minor surgery are available on a Wednesday between 2pm and 5pm, Thursday 9.30am and 4.30pm, and on a Friday between 10am and 3pm. The provider employs two part time doctors (male), and two aestheticians who also cover reception. The service uses healthcare assistants employed by the provider.

The provider employs a clinic manager and governance manager for all the provider's independent health services. They are based at the provider's head office located at 55 Terrace Road, Orsborn House, Birmingham, B19 1BP. Patients can book appointments by calling the Spa, in person or through email.

The service does not provide out of hours cover. Staff explain to people when aftercare information is given, they can call the service between 7am and 5pm Monday to Friday or if it is an emergency they need to attend A&E or a walk-in centre.

How we inspected this service

During this desk-based inspection on 9 October 2019 we reviewed information the provider returned to us to check that the provider had made improvements in line with our recommendations.

Are services safe?

We rated safe as Good because:

We previously rated Modality Medical Spa - Birmingham as Requires improvement for providing Safe services because fire risks were not effectively assessed and managed.

During our inspection in June 2019 staff we spoke with were unable to tell us how they would support people with mobility difficulties out of the building in the event of a fire. The service did not have access to a recent fire risk assessment and the service's health and safety risk assessment had not adequately assessed or mitigated the risks related to fire. Following this desk-based inspection, the service is now rated as Good for providing Safe services.

Safety systems and processes

- During this desk-based inspection in October 2019, we reviewed information the provider sent us that demonstrated they had reviewed and improved their processes since the previous inspection in June 2019 for assessing and managing fire risks.
- The provider sent us evidence to show an external fire risk assessment had been carried out at the building in July 2019 and the provider had carried out any actions that had been identified for the Spa.
- The provider had reviewed their internal health and safety risk assessment to ensure it was specific to this service and it adequately assessed and mitigated risks related to fire.
- The provider had purchased suitable equipment to safely evacuate people with mobility difficulties in the event of a fire and staff were trained in its use.
- The provider sent us evidence to show staff had received up to date fire training which included fire evacuation procedures.