

Vinci Hair Centre Ltd

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Inspection report

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Overall summary

Vinci Hair Centre Ltd is a private international clinic providing hair transplant treatments to adults only. The London Clinic Limited is located in Westminster, London.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Are services effective?

Staff had the skills, knowledge and experience to deliver effective care and treatment.

Vinci Hair Centre Ltd

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the service was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

A CQC Inspector carried out an unannounced inspection on 10 December 2015. During the inspection we spoke with the practice manager and viewed staff records.

To get to the heart of patients' experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

However this inspection was carried out in response to concerns that had been raised with us, therefore we only looked at staff training and qualifications within the question 'Is it effective?'.

Are services effective?

(for example, treatment is effective)

Our findings

Effective staffing

Staff had the skills, knowledge and experience to deliver effective care and treatment.

- The practice had an induction programme for newly appointed non-clinical members of staff that covered such topics as safeguarding, infection prevention and control, fire safety, health and safety and confidentiality.
- The practice could demonstrate how they ensured role-specific training and updating for relevant staff e.g. for those reviewing patients with long-term conditions, administering vaccinations and taking samples for the cervical screening programme.
- The learning needs of staff were identified through a system of appraisals, meetings and reviews of practice development needs. Staff had access to appropriate training to meet these learning needs and to cover the scope of their work. This included ongoing support during sessions, one-to-one meetings, appraisals, coaching and mentoring, clinical supervision and facilitation and support for the revalidation of doctors. All staff had had an appraisal within the last 12 months.
- Staff received training that included: safeguarding, fire procedures, and basic life support and information governance awareness. Staff had access to and made use of e-learning training modules and in-house training.