

City Aesthetics Chester Limited

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Inspection report

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Overall summary

We carried out an announced comprehensive inspection on 10 September to ask the service the following key questions; Are services safe, effective, caring, responsive and well-led?

Our findings were:

Are services safe?

We found that this service was providing safe care in accordance with the relevant regulations.

Are services effective?

We found that this service was providing effective care in accordance with the relevant regulations.

Are services caring?

We found that this service was providing caring services in accordance with the relevant regulations.

Are services responsive?

We found that this service was providing responsive care in accordance with the relevant regulations.

Are services well-led?

We found that this service was providing well-led care in accordance with the relevant regulations.

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.

The service provides injectable Botox treatment for hyperhidrosis for adults only and had treated ten patients for this condition so far.

This service is registered with CQC under the Health and Social Care Act 2008 in respect of some, but not all, of the services it provides.

At City Aesthetics Chester Ltd, the aesthetic cosmetic treatments that are also provided are exempt by law from CQC regulation. Therefore, we were only able to inspect the treatment for hyperhidrosis but not the aesthetic cosmetic services.

The lead clinician (who is a dentist) 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.

Summary of findings

As part of our inspection we asked for Care Quality Commission comment cards to be completed by patients prior to our inspection visit. We received 31 comment cards, all of which were positive about the standard of care received.

Our key findings were:

- Systems were in place to protect people from avoidable harm and abuse. When mistakes occurred, lessons were learned.
- There were effective arrangements in place for the management of medicines.
- The service had arrangements in place to respond to medical emergencies.
- Staff were aware of current evidence based guidance. Staff had been trained to provide them with the skills and knowledge to deliver effective care and treatment.
- Patient survey information and Care Quality Commission (CQC) comment cards reviewed indicated that patients were very satisfied with the service they received. Patients commented that staff were knowledgeable and professional and that they were treated with compassion, dignity and respect and were involved in their care and decisions about their treatment.
- Information about services and how to complain was available.
- There was a clear leadership and governance structure.
- The provider was aware of the duty of candour.

There were areas where the provider could make improvements and should:

- Review the training of non- clinicians to include certifiable safeguarding level one.

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 safe?

We found that this service was providing safe care in accordance with the relevant regulations.

- The service had clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse. However, we found one area where improvements should be made relating to the safe provision of treatment. This was because although the provider had in-house training for staff, the provider did not have certifiable training for safeguarding for its non-clinical staff at the appropriate level.
- There was an effective system in place for reporting and recording significant events.
- Lessons were shared to make sure action was taken to improve safety in the clinic. The provider was aware of the duty of candour and there was a policy for this.
- There were effective arrangements in place for the management of medicines.
- The service had arrangements in place to respond to medical emergencies.

Are services effective?

We found that this service was providing effective care in accordance with the relevant regulations.

- Staff assessed needs and delivered care in line with current evidence based guidance.
- Staff had the skills, knowledge and experience to deliver effective care and treatment.
- Staff had regular annual appraisals.
- Clinical audits demonstrated quality improvement.

Are services caring?

We found that this service was providing caring services in accordance with the relevant regulations.

- Information for patients about the services available was easy to understand and accessible.
- Information from CQC comment cards and service survey information highlighted that staff treated patients with kindness and respect, and that patients were involved in decisions about their care and treatment.

Are services responsive to people's needs?

We found that this service was providing responsive care in accordance with the relevant regulations.

Information about how to complain was available and easy to understand and evidence showed that the service responded quickly to issues raised. Learning from complaints was shared with staff.

Are services well-led?

We found that this service was providing well-led care in accordance with the relevant regulations.

- The service had a clear strategy to deliver high quality care and promote good outcomes for patients.
- There was a clear leadership structure.
- The service had several policies and procedures to govern activity and held regular staff meetings.
- The service had systems in place for notifiable safety incidents.
- There was a strong focus on continuous learning and improvement at all levels.
- The service proactively sought feedback from staff and patients, which it acted on.

City Aesthetics Chester Limited

Detailed findings

Background to this inspection

City Aesthetics Chester Ltd is a cosmetic clinic located at 10 City Road Chester, CH1 3AE. City Aesthetics Chester Ltd is registered with the Care Quality Commission (CQC) to provide:

Diagnostic and screening services

Treatment of disease, disorder or injury.

The service provides injectable Botox treatment for hyperhidrosis and had treated ten patients for this condition so far. Treatment is carried out by a lead clinician who is also a dentist working for the NHS. There are two members of staff to help support with administrative duties (who also carry out aesthetic treatments which are not regulated by CQC).

The service is open Mondays 11am-5pm; Tuesdays 6pm-8pm; Thursday 11am 8pm and Saturdays 11am-5pm. Arrangements were in place for patients who required advice outside of the opening hours.

Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and to look at the overall quality of the service.

How we carried out this inspection

Our inspection team was led by a CQC Lead Inspector and a GP Specialist Advisor.

We inspected this service on 10 September 2018. During our visit we:

- Spoke with two members of staff.
- Reviewed documents and policies.
- Looked at the computer system for record keeping and staff information.
- Reviewed patient survey information.

The service provided background information which was reviewed prior to the inspection. We did not receive any information of concern from other organisations.

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?

These questions therefore formed the framework for the areas we looked at during the inspection.

Are services safe?

Our findings

We found that this service was providing safe services in accordance with the relevant regulations.

Safety systems and processes

The service had clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse:

- The service had recruitment procedures that assured them that staff were suitable for the role and to protect the public. This included appropriate recruitment checks through the Disclosure and Barring Service (DBS) (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable). The lead clinician had appropriate indemnity insurance.
- The service had a safeguarding policy. The policy clearly outlined who to contact for further guidance if staff had concerns about a patient's welfare. The lead clinician had appropriate level of safeguarding training but the staff who supported the clinician with administration work did not have level one training but had been trained by the service in house.
- The service treated adults only and had systems to check the identification and date of birth of the patient.
- The service maintained appropriate standards of cleanliness and hygiene. There were cleaning schedules and monitoring systems in place. There were infection prevention and control protocols and staff had received up to date training. There were regular audits. Clinical waste was appropriately disposed of.
- The premises were suitable for the service provided. There was an overarching health and safety policy which all staff received. Health and safety risk assessments for the premises and materials and equipment had been carried out including a Legionella risk assessment. There had been a fire risk assessment and fire safety equipment was tested.
- All electrical and clinical equipment was checked to ensure it was safe to use and was in good working order.

Risks to patients

The service had adequate arrangements in place to respond to emergencies. The service was not intended for use by patients with either long term conditions or as an emergency service. In the event an emergency did occur, the provider had systems in place so emergency services could be called. In addition: -

- Staff received annual basic life support training.
- The clinic had an oxygen cylinder with adult masks and there was also a first aid kit available.
- Emergency medicine for anaphylaxis and other medical emergencies was available. There was a monitoring system for expiry dates. We found two items that were out of date and these were removed by the lead clinician.
- The provider had carried out a risk assessment for how the service would manage a medical emergency without a defibrillator.
- Clinicians had appropriate professional indemnity cover to carry out their role.

Information to deliver safe care and treatment

On registering with the service, and at each consultation patient identity was verified and the clinicians had access to the patient's previous records held by the service.

The information needed to plan and deliver care and treatment was available to relevant staff in a timely and accessible way through the service's patient record system and their intranet system.

Safe and appropriate use of medicines

- The arrangements for managing medicines, including emergency drugs in the clinic kept patients safe (including obtaining, prescribing, recording, handling, storing and security).
- The clinic carried out regular medicines audits to ensure administration was in line with best practice guidelines for safe prescribing, such as fridge temperature monitoring. The fridge temperature was appropriately monitored daily, and we saw evidence of the cold chain being maintained.

Track record on safety

The service maintained a log of all incidents and complaints that was monitored by the lead clinician.

Are services safe?

There were systems in place for identifying, investigating and learning from incidents relating to the safety of patients and staff members.

The service had systems in place for knowing about notifiable safety incidents.

Lessons learned and improvements made

Regular monthly staff meetings were held and we saw that learning from incidents was disseminated to staff.

The provider was aware of the requirements of the Duty of Candour. The provider encouraged a culture of openness and honesty.

The service received safety alerts and these were reviewed by the clinician and any action necessary was taken.

Are services effective?

(for example, treatment is effective)

Our findings

We found that this service was providing effective services in accordance with the relevant regulations.

Effective needs assessment, care and treatment

The service assessed needs and delivered care in line relevant and current evidence based guidance and standards.

The service had systems in place to keep all clinical staff up to date.

A comprehensive medical assessment was undertaken prior to recommending or administering treatments.

The provider offered consultations to anyone who requested and paid the appropriate fee, and did not discriminate against any client group.

Monitoring care and treatment

The service monitored that guidelines were followed through audits and random sample checks of patient records. This included an up-to-date medical history, a clinical assessment and recording of consent to treatment.

Effective staffing

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

demonstrate how they ensured role-specific training and updating for relevant staff. Staff had access to appropriate training to meet these learning needs and to cover the scope of their work. All staff received annual appraisals.

Coordinating patient care and information sharing

- The information needed to plan and deliver care and treatment was available to relevant staff in a timely and accessible way through the clinic's patient record system. This included details about medical records, investigations and test results.
- The lead clinician told us they would seek the consent of patients if they wanted their GP to be contacted with the relevant treatment that was provided to them. We discussed with the lead clinician that consent forms could include patient consent to share information with the patient's GP if necessary which they agreed to do.

Supporting patients to live healthier lives

The provider had information available on their website and information leaflets were also available in the reception area of the clinic.

Consent to care and treatment

Staff sought patients' consent to care and treatment in line with legislation and guidance.

Staff understood the relevant consent and decision-making requirements of legislation and guidance, including the Mental Capacity Act 2005. The service had consent forms available.

Are services caring?

Our findings

We found that this service was providing caring services in accordance with the relevant regulations.

Kindness, respect and compassion

We received 31 comment cards (from a mixture of patients using all services at the cosmetic clinic) which highlighted that patients were treated with kindness and respect. Comment cards we received were very positive about the service experienced overall. Patients said they felt the clinic offered an excellent service and staff were helpful.

The service also monitored feedback from its face book page and from another web site.

Involvement in decisions about care and treatment

There was clear information on the service's website with regards to how the service worked and what costs applied including a set of frequently asked questions for further supporting information. The website had a set of terms and conditions and details on how the patient could contact them with any enquiries.

There was a suite of patient information available to the patient including, frequently asked questions, information about costs and after care. We were told by the lead clinician that they helped support patients who could not read.

CQC comment cards and patient survey information reviewed highlighted that patients felt involved in decision making about the care and treatment they received.

Privacy and Dignity

The consultation room door was closed during consultations; conversations taking place in this room could not be overheard.

Care Quality Commission comment cards we received were positive about the service experienced. Patients said they felt the clinic offered an excellent service and staff were helpful, caring and treated them with dignity and respect.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

We found that this service was providing responsive services in accordance with the relevant regulations.

Responding to and meeting people's needs

- The premises were suitable for the service being delivered.
- Same day appointments were available for those with urgent needs.

Timely access to the service

The service is open Mondays 11am-5pm; Tuesdays 6pm-8pm; Thursday 11am 8pm and Saturdays 11am-5pm. Arrangements were in place for patients who required advice outside of the opening hours.

Listening and learning from concerns and complaints

Information about how to make a complaint was available on the service's web site. The provider had a complaints policy and procedure. The policy contained appropriate timescales for dealing with a complaint.

Are services well-led?

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action?)

Our findings

We found that this service was providing well led services in accordance with the relevant regulations.

Leadership capacity and capability;

The lead clinician was a dentist and worked part time for the NHS and could demonstrate how they kept up to date with regulations and guidance.

Vision and strategy

The service had a clear strategy to work together to provide a high quality responsive service that put caring and patient safety at its heart. The company had organisational level business plans.

Culture

The service had an open and transparent culture. The lead clinician understood their responsibilities for the requirements of the Duty of Candour. This was supported by an operational policy.

The provider had a whistleblowing policy in place. A whistleblower is someone who can raise concerns about practice or staff within the organisation.

Governance arrangements

Governance arrangements included: -

- A clear organisational structure and staff were aware of their own roles and responsibilities.
- A range of service specific policies which were available to all staff. These were updated when necessary.

Managing risks, issues and performance

- There was a variety of daily, weekly and monthly checks in place to monitor the performance of the service.
- We saw there were effective arrangements in place for identifying, recording and managing risks; which included a risk register and significant event recording. There was a comprehensive understanding of performance. A range of regular meetings were held which provided an opportunity for staff to be engaged in the performance of the service.
- Business contingency plans were in place for any potential disruption to the service.

Appropriate and accurate information

The service was registered with the Information Commissioner's Office and had its own information governance policies to ensure patient information security. Patient records were stored securely.

All staff had signed a confidentiality agreement.

Engagement with patients, the public, staff and external partners

The service encouraged and valued feedback from patients, the public and staff. It proactively sought patients' feedback and engaged patients in the delivery of the service.

Continuous improvement and innovation

All staff were involved in discussions about how to run and develop the clinic, and were encouraged to identify opportunities to improve the service delivered.