

DHI International UK Limited

DHI International UK Limited

Quality Report

43 New Cavendish Street
London W1G 9TH
Tel: 02074869789
Website: uk.dhiglobal.com

Date of inspection visit: 27th February 2015
Date of publication: 27/08/2015

This report describes our judgement of the quality of care at this hospital. It is based on a combination of what we found when we inspected and a review of all information available to CQC including information given to us from patients, the public and other organisations.

Summary of findings

Letter from the Chief Inspector of Hospitals

Dear Provider

During our last inspection on 31st July 2014 we found that the provider did not have adequate arrangements in place to deal with foreseeable emergencies and appropriate recruitment procedures were not in place.

At this inspection we found arrangements were in place to deal with emergencies and appropriate recruitment checks had been carried out for all staff. However, non-clinical staff had not received Basis Life Support training from a recognised trainer.

Professor Sir Mike Richards
Chief Inspector of Hospitals

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?

The registered person did not have adequate arrangements in place to prevent the risk of harm to people in the event of a medical emergency. Although Disclosure and Barring checks had been carried out, non-clinical staff had not received Basic Life Support training from a recognised trainer at the time of our inspection. However, since our inspection we have received evidence to confirm that staff have now completed the training.

DHI International UK Limited

Detailed findings



Detailed findings

Contents

Detailed findings from this inspection

Background to DHI International UK Limited

Page

4

Findings by main service

6

Background to DHI International UK Limited

DHI International UK Limited provides hair restoration consultations and treatment for hair loss to adult patients.

Are services safe?

Our findings

During our last inspection on 31st July 2014 we found that the provider did not have adequate arrangements in place to deal with foreseeable emergencies and appropriate recruitment procedures were not in place. The manager told us staff had undergone training in cardiopulmonary resuscitation (CPR) and basic life support, however we did not see documentary evidence to confirm this and information was not always available to show that appropriate recruitment and selection procedures were in place.

At this inspection we found some recruitment checks had been undertaken. Review of staff records showed that all staff had Disclosure and Barring Service (DBS) checks carried out and references were on file.

Some arrangements were in place to deal with emergencies. We were shown evidence to confirm that clinical staff had attended basic life support training (BLS) within the last year. Non-clinical staff had received training from a member of the clinical team who had not undertaken further training to enable them to provide BLS training. However, since our inspection we have received information to confirm they have now been trained by a recognised training provider.