

Royal Tunbridge Wells Skin Clinic Ltd

Inspection report

Cobden House
25 London Road
Tunbridge Wells
TN1 1DA
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Overall summary

We carried out a focused inspection at Royal Tunbridge Wells Skin Clinic Ltd on 15 and 17 July 2020, in response to concerns about the safe care and treatment of patients and governance arrangements. We found breaches against Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and issued warning notices to the provider.

We carried out a further focused inspection of Royal Tunbridge Wells Skin Clinic Ltd, on 11 September 2020, to confirm whether the service had met the legal requirements in relation to those breaches of regulations. We found that the provider had not made sufficient improvement in providing safe services. A further warning notice was issued against Regulation 12(1) Safe care and treatment, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following our inspection on 11 September 2020, the provider submitted assurance information and evidence to us electronically to demonstrate improvements they had made. We carried out a remote review of this information to confirm whether the service had taken sufficient action to comply with the regulations. This report only covers our findings in relation to our review of that information. The service was not rated as a result of this review.

Royal Tunbridge Wells Skin Clinic Ltd is an independent provider of doctor-led dermatology services and the use of botulinum toxin (Botox) injections to treat a range of medical conditions. Services are provided from dedicated premises within the centre of Royal Tunbridge Wells.

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. There are some exemptions from regulation by the Care Quality Commission (CQC) which relate to particular types of regulated activities and services and these are set out in Schedule 2 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Royal Tunbridge Wells Skin Clinic Ltd provides a wide range of non-surgical cosmetic interventions, for example Botox injections, facial fillers and cosmetic laser treatments, which are not within CQC's scope of registration. Therefore, we did not inspect or report on those services.

The practice is registered with CQC to provide the following regulated activity: Treatment of disease, disorder or injury.

The company chairman and director is the registered manager. A registered manager is a person who is registered with CQC 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.

We found that the provider had made improvements since our last inspection and was compliant with the warning notice issued.

Our key findings were:

- Medicines which required refrigeration were appropriately monitored to ensure their safe storage and use.
- Arrangements to support the administration of emergency medicines had been improved. There was a risk assessment, guidance and training for staff in the administration of emergency medicines.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection was undertaken by a CQC lead inspector.

Background to Royal Tunbridge Wells Skin Clinic Ltd

Royal Tunbridge Wells Skin Clinic Ltd is an independent provider of doctor-led dermatology services and the use of botulinum toxin (Botox) to treat a range of medical conditions. Services are provided from dedicated premises within the centre of Royal Tunbridge Wells.

The Registered Provider is Royal Tunbridge Wells Skin Clinic Ltd.

Services are provided from:

Cobden House,
25 London Road,
Tunbridge Wells,
Kent, TN1 1DA

Opening times are Monday to Saturday 9am to 6pm and until 8pm on Wednesday and Thursday.

The clinic provides emergency telephone support out of hours and has a referral arrangement with a local independent GP service should additional support be required.

Services are provided by a General Medical Council (GMC) registered doctor specialising in dermatology and aesthetics, an aesthetic doctor (who is a company director and the nominated individual), as well as nursing, administration and reception staff.

The clinic works closely with other local services to refer patients whom it deems are outside of their scope of practice.

Patients can access services on a fee-paying basis only.

Are services safe?

Safe and appropriate use of medicines

The service had reliable systems for appropriate and safe handling of medicines.

- At our inspection on 11 September 2020 we reviewed arrangements for the safe storage and use of medicines within the service. We found that fridges held botulinum toxin (Botox) that was used daily in various treatment rooms throughout the building. Our review of fridge temperature monitoring records confirmed fridge temperature checks had been undertaken daily in the period since our previous inspection on 15 and 17 July 2020. However, staff had consistently recorded temperatures outside of the minimum and maximum recommended temperature ranges in some fridges, during July 2020 and the whole of August 2020. This included the clinic's main fridge in which all Botox for injection was stored before being moved to the individual fridges. No action had been taken to rectify the temperatures recorded or to ensure the safety of the medicines in use.
- Immediately following our inspection the provider took action to ensure their medicines fridges were operating safely. Each fridge was subject to maintenance and calibration by an engineer. The provider took appropriate steps to ensure the safety of patients who had been treated and sought immediate advice from the medicines' manufacturer about medicines which may have been compromised. Following our inspection the provider sent us evidence to confirm they had implemented improved processes for the monitoring of fridge temperatures. We reviewed fridge temperature monitoring records which confirmed twice daily recording of temperatures which were all within the recommended range. Clear written guidance had been developed to support staff in carrying out monitoring processes and reporting errors. The provider was awaiting delivery of a 'cloud-based' monitoring system to further enhance the accuracy of recording processes.
- At our previous inspection on 11 September 2020 we reviewed the provider's medicines management policy. There was a lack of clarity for staff on how and when emergency medicines could be used and by whom. There was a lack of risk assessment, guidance and training for staff in the administration of emergency medicines. The registered manager confirmed that there was no risk assessment in place to mitigate risks associated with emergency care arrangements when the GMC registered doctor was not present within the clinic. They told us that two aesthetic practitioners could administer emergency medicines within the clinic. However, we could not be assured that those staff were suitably trained and competent to administer emergency medicines, such as adrenaline injections, if the need arose.
- Following our inspection the provider sent us evidence to demonstrate that staff had received the required training to administer emergency medicines. The provider had developed a risk assessment and guidance for staff which outlined appointed administrators of emergency medicines and the controls in place to mitigate identified risks. The provider was now able to access additional support from a second GMC registered doctor working within the premises, in order to develop and implement medical emergency procedures.