

A New You (Brighton) Limited

Inspection report

78 Trafalgar Street
Brighton
BN1 4EB
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Date of inspection visit: 19 April 2022
Date of publication: 12/05/2022

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

Not inspected

Are services well-led?

Inspected but not rated



Overall summary

We previously carried out a comprehensive inspection at A New You (Brighton) Ltd on 5 July 2021. We identified breaches of regulation and took enforcement action against the provider in relation to Regulation 12(1) Safe care and treatment and Regulation 17(1) Good governance. We issued a Notice of Decision under Section 18 of the Health and Social Care Act 2008 to suspend the provider's registration as a provider, in respect of all regulated activities, for a period of three months. The period of suspension became effective on 18 November 2021. The notice to suspend the provider's registration was issued because we believed that a person would or may be exposed to a risk of harm if we did not take this action. We also issued a requirement notice in relation to Regulation 18(1) Staffing.

Following our inspection on 5 July 2021 the service was rated as inadequate overall and inadequate for providing safe, effective and well-led services. It was rated as requires improvement for providing caring services and good for providing responsive services. The service was placed into special measures.

We carried out a focused inspection of A New You (Brighton) Ltd on 9 February 2022. We found that sufficient improvements had been made to lift the suspension of the provider's registration. However, we identified continuing breaches of regulation and took enforcement action against the provider. We issued a warning notice in relation to Regulation 17(1) Good governance.

We carried out this remote review of A New You (Brighton) Ltd on 19 April 2022 to confirm whether the provider had taken sufficient action to comply with the regulations. At our request, the provider submitted assurance information and evidence to us electronically to demonstrate the improvements they had made. 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. The previous ratings remain in place and the service remains in special measures.

A New You (Brighton) Ltd is an independent provider of consultations and treatment for dermatological conditions, including acne and rosacea, prescription skincare, and mole removal and screening. Botox (Botulinum toxin) injections are provided for the treatment of excessive sweating. The service also provides pre- and post-operative consultations for surgical cosmetic treatments and follow up care post-surgery. Surgery is carried out at other locations that are independent of this service.

This service is registered with the Care Quality Commission (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 CQC which relate to particular types of regulated activities and services and these are set out in Schedule 1 and Schedule 2 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. A New You (Brighton) Ltd also provides a wide range of non-surgical aesthetic interventions. This included cosmetic Botox injections, dermal fillers and facial thread vein treatments, which are not within CQC scope of registration. Therefore, we did not inspect or report on these services.

A New You (Brighton) Ltd is registered with CQC to provide the following regulated activities: Treatment of disease, disorder or injury; Diagnostic and screening procedures. Prior to our inspection on 5 July 2021 we identified that the provider was carrying out the excision of moles and other skin lesions without being registered to provide the required regulated activity Surgical procedures. The provider has now submitted an application to provide Surgical procedures as a regulated activity.

The service director 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.

Overall summary

Our key findings were:

- There were improved safeguarding systems and processes to keep people safe. Staff had received training in the safeguarding of children.
- There were improved systems and processes to assess the risk of, and prevent, detect and control the spread of infection. This included processes to maintain and monitor staff vaccination.
- Arrangements to manage medical emergencies had been adequately risk assessed. Staff had received training in basic life support.
- There were improved risk monitoring processes which resulted in more accurate assessment of potential risks.
- Newly developed policies and procedures had been reviewed to ensure they provided more accurate and relevant information for staff.

We found that the provider had made improvements and was compliant with the warning notices previously issued.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our review was led by a Care Quality Commission (CQC) lead inspector.

Background to A New You (Brighton) Limited

A New You (Brighton) Ltd is an independent provider of consultations and treatment for dermatological conditions including acne and rosacea, prescription skincare and mole screening. Botox (Botulinum toxin) injections are provided for the treatment of excessive sweating. The service also provides pre- and post-operative consultations for surgical cosmetic treatments and follow up care post-surgery. Surgery is carried out at other locations that are independent of this service. The service offers consultations and treatments to people over the age of 18.

The Registered Provider is A New You (Brighton) Ltd.

A New You (Brighton) Ltd is located at 78 Trafalgar Street, Brighton, East Sussex, BN1 4EB.

The service is open from 10am to 6pm on Mondays, Wednesdays and Fridays, 10am to 8pm on Tuesdays and Thursdays and 10am to 5pm on Saturdays.

The service is run from self-contained ground floor premises which are leased by the provider. The service has a suite of consultation and treatment rooms, a waiting room and administration area. Patients are able to access toilet facilities on the ground floor. Access to the premises at street level is available to patients with limited mobility.

Are services well-led?

Governance arrangements

There were improved roles and systems of accountability to support good governance and management.

- At our previous inspection we found the provider had not always established appropriate policies and procedures to ensure services were delivered safely. We reviewed a range of organisational policies available to staff within the service. Whilst those policies had been recently developed and approved, they did not always contain accurate or relevant information. We found some adopted policies had not been personalised to ensure their relevance to the service. As part of our review on 19 April 2022, the provider sent us a range of policies which demonstrated they had been reviewed and updated to ensure relevant and accurate guidance for staff. For example, the provider's medicines management and prescribing policy, had been revised to remove extensive references to the management of controlled drugs, as no controlled drugs were held or prescribed by the service. References within the infection control policy to home visits, vaccine storage, cervical screening and speculum use, which formed no part of services provided, had also been removed.
- At our previous inspection, we found that some organisational policies and processes did not reflect best practice guidance. For example, we reviewed arrangements within the service to respond to medical emergencies. We found there were appropriate supplies of emergency medicines and equipment available to staff in the event of a medical emergency. The provider had developed a medical emergency and unwell patient policy which provided guidance for staff. However, the policy stated that non-clinical staff did not require basic life support training. Our review of training records confirmed that non-clinical staff had not received basic life support training. This meant that on occasions there could be insufficient staff trained in basic life support to ensure the safety of a patient in the event of a medical emergency. Our review on 19 April 2022 confirmed that the provider had revised their policy and approach, to ensure sufficient numbers of trained staff in the event of a medical emergency. All non-clinical staff had completed training in basic life support since our previous inspection.
- At our previous inspection we found the provider's infection control policy stated that staff health screening would include monitoring of Hepatitis B status. However, the policy made no reference to immunisation monitoring relating to varicella, tetanus, polio, diphtheria and MMR (measles, mumps, rubella), for staff employed within the service, in line with current Public Health England (PHE) guidance. The provider had recorded the Hepatitis B status of clinical staff but had failed to seek assurances that staff had received other required vaccinations. We found that the provider had not assessed the risks to staff and patients associated with a failure to hold those immunisation records. Our review on 19 April 2022 confirmed that the provider had revised their policy and approach to monitoring staff immunisations. The provider demonstrated they had appropriately monitored the immunisation status of staff involved in the delivery of regulated activities, in line with current guidance.
- At our previous inspection, we found that the provider had not always implemented processes as set out within their own policies. The provider's safeguarding policy set out the service's staff training requirements with regard to vulnerable adults and child safeguarding training. These were in line with regulatory and best practice guidance. However, our review of staff training records confirmed that staff within the service, including the lead member of staff for vulnerable adults and child safeguarding, had not undertaken training in the safeguarding of children. Our review on 19 April 2022 confirmed that staff had completed training in the safeguarding of children since our previous inspection, in line with their own policy.

Managing risks, issues and performance

There were improved processes for managing risks, issues and performance.

- At our previous inspection we reviewed processes introduced for the monitoring and mitigation of areas of risk within the service. For example, we reviewed the provider's medicines risk assessment, clinical room risk assessment and environmental risk assessment. We found scoring of risks against compliance statements within the documents were

Are services well-led?

unclear and incomplete. Some statements had not been assessed or scored when they were applicable to the service. Other statements which were not applicable to the service had not been recorded as such. Where a risk score indicated that further action may be required, there was no action noted nor review of the findings recorded. We noted that where remedial actions were required, some of these had been addressed but not recorded. As part of our review on 19 April 2022, the provider sent us revised documents which demonstrated that risk assessment processes had been more fully completed. Areas requiring remedial action and completed actions had been recorded and were subject to review.

- At our previous inspection we found there were some systems to manage and monitor infection prevention and control within the service. The provider had implemented a newly developed policy which provided clear and comprehensive guidance for staff on infection prevention and control processes. The lead staff member for infection prevention and control had been identified and staff had received appropriate training. The provider had undertaken a risk assessment of their infection control processes. However, we found that some areas requiring remedial action had not been identified by the risk assessment process. For example, sharps bins had not been used in line with current best practice guidance. None of the staff we spoke with were aware of the relevant guidance. As part of our review on 19 April 2022 the provider sent us an updated risk assessment which demonstrated their use of sharps bins in line with best practice guidance. Other areas requiring remedial action, identified by the risk assessment process, had been noted and the actions taken recorded.