

# Illuminate Skin Clinic

## Inspection report

50 Churchill Square  
Kings Hill  
West Malling  
ME19 4YU  
Tel: 03301331272  
[www.illuminateskinclinic.co.uk](http://www.illuminateskinclinic.co.uk)

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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

Are services well-led?

**Good**



# Overall summary

We carried out an announced focused inspection via a desk-based review on 5 October 2020 of Illuminate Skin Clinic. We obtained the information within this report without visiting the provider.

We followed up on concerns identified during the inspection conducted on 3 October 2019. Following this inspection, Illuminate Skin Clinic was rated as good overall, and requires improvement in well-led. We found;

- The provider did not have a system for receiving and acting on safety alerts
- Not all risks had been effectively managed
- The service did not have reliable systems for the appropriate and safe management of medicines
- Clinical audits were not routinely conducted to inform and improve the service
- Staff had not undertaken appropriate training to perform their roles.

The report also recommended the service revised their statement of purpose to capture all areas of service activity undertaken.

Illuminate Skin Clinic is an independent healthcare provider based in West Malling in Kent. The service provides an aesthetic cosmetic service as well as private treatments for skin and other conditions.

This service is registered with CQC under the Health and Social Care Act 2008 in respect of some, but not all, 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 and of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Illuminate Skin Clinic provides

a range of non-surgical cosmetic interventions, for example aesthetic treatments which are not within CQC scope of registration. Therefore, we did not inspect or report on these services.

The practice is registered with CQC to provide the following regulated activities: Diagnostic and screening procedures; Treatment of disease, disorder or injury.

The sales and marketing manager 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.

During our inspection on 5 October 2020 we found that the practice had made improvements.

## Our key findings were:

- The practice had a system to receive and act on safety alerts.
- There were clear and effective processes for managing risks, issues and performance.
- There were appropriate and safe systems in place to manage medicines.
- The practice had implemented a clinical audit programme.
- Staff had received or had scheduled appropriate training to perform their roles.
- The practice had revised and submitted their statement of purpose.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team was led by a CQC lead inspector.

## Background to Illuminate Skin Clinic

Illuminate Skin Clinic is an independent healthcare provider based in West Malling, Kent. The main activities of this service are ones that do not require regulation such as aesthetic cosmetic services. A very small part of the service provides activities that do require registration which includes the administration of Botox for excessive sweating, blood pressure and blood tests, consultations, examination and treatments for skin diseases and conditions including acne, rosacea, pigmented and vascular lesions and minor gynaecological procedures such as cervical screening. Services were provided for people over the age of 18 only.

The address of the service is:

50 Churchill Square

Kings Hill

West Malling

ME19 4YU

The provider rents rooms in a privately owned and maintained building.

### How we inspected this service

Information held by CQC about the provider was reviewed prior to our inspection. We spoke with staff, including the business manager and registered manager. We asked the practice to send documentation relating to the clinic, including policies and procedures for our review.

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 well-led?

At our previous inspection on 3 October 2019 we found that there were systems or processes in place that failed to enable the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk. On 5 October we conducted a focused follow up inspection and we found that the provider had made improvements. For example;

- We found that the provider had conducted risk assessments and communicated the outcomes with staff. Where appropriate training was provided or scheduled. A general risk assessment had been completed in September 2020, it stated that there were no unaddressed risks.
- A fire risk assessment was completed in September 2020, it identified no risks requiring action and a date for review. The practice had a nominated fire marshall. Staff had completed fire safety training, or had it scheduled for October 2020. There was a fire emergency plan in place.
- We confirmed the clinician conducting cervical screening had received appropriate update training on 23 June 2020 to undertake their role.
- The safeguarding lead, GP and business manager had received Safeguarding Vulnerable Adults (Level 3) training. The remaining staff members were trained to Level 2 in Safeguarding Vulnerable Adults. All staff had received appropriate training in Safeguarding Children.
- We reviewed the practice policy on the management of safety alerts (Medicines and Healthcare Products Regulatory Agency alerts) and found the practice had followed it in the recording and timely actioning of alerts.
- We reviewed the management of medicines. We found the practice had followed their cold chain procedures where fluctuations in temperature had occurred. For example; they had sought guidance from manufacturers to ensure that the safety and effectiveness of the medicines had not been compromised. The practice had purchased and calibrated a new fridge for the safe and effective storage of medicines in January 2020.
- The practice had conducted infection prevention and control audits relating to Covid-19. Eight out of nine staff members had completed training on infection prevention and control and the remaining staff member had training scheduled for the week commencing 5 October 2020.