

# Health & Aesthetic Clinic Limited T/A Health and Aesthetics Clinic

## Inspection report

374 Shooter's Hill Road  
London  
SE18 4LS  
Tel:

Date of inspection visit: 15 May 2023  
Date of publication: 14/06/2023

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

Good



Are services well-led?

Good



# Overall summary

We previously carried out an announced inspection of Health and Aesthetics Clinic, 374 Shooter's Hill Road, London, on the 22 August 2022. We found the practice was in breach of Regulation 17 (Good Governance) of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The service was rated good overall and rated good for the key questions of safe, effective, caring and responsive and requires improvement for well-led.

The full report of the previous inspection can be found by selecting all reports linked for health and aesthetics clinic on our website [www.cqc.org.uk](http://www.cqc.org.uk)

We carried out a focused inspection on the 15 May 2023, to review the improvements made by the service in response to the breach of regulation.

We have rated the service Good overall.

We have rated the service Good for providing a well led service:

The Clinic is a private doctor-led aesthetic clinic that carries out non-surgical treatments such as skin peels, dermal fillers, laser body contouring and a range of other treatments. At the time of the inspection the provider did not offer a slimming clinic or a GP service.

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 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. The Health and Aesthetic clinic provide a range of non-surgical cosmetic interventions, for example Botox, which are not within CQC scope of registration. Therefore, we did not inspect or report on these services.

The clinical lead 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.

## Our key findings were:

- At our previous inspection on the 22 August 2022, we rated well-led as requires improvement because we were unable to be assured that the recently implemented governance systems were sustainable. At this inspection we found the provider

had responded to our findings and had fully embedded the new governance and risk systems.

The areas where the provider **should** make improvements are:

- Continue to keep a record of all recruitment and training documents for all staff.
- The service should follow the guidelines for staff immunisations as recommended in The Green Book - Information for public health.

**Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA**

# Overall summary

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector, who had access to support from a GP specialist adviser if required.

## Background to Health & Aesthetic Clinic Limited T/A Health and Aesthetics Clinic

The provider for Health & Aesthetic Clinic Limited T/A Health and Aesthetics Clinic is Health & Aesthetic Clinic Limited. The provider is registered to provide the regulated activities of diagnostic and screening procedures, family planning, services in slimming clinics and treatment of disease, disorder or injury (At the time of the inspection the provider did not offer a slimming clinic or family planning or GP service) located at:

374 Shooter's Hill Road

London

SE18 4LS

Health & Aesthetic Clinic Ltd was established in 2011. It is a private doctor-led aesthetic clinic that carries out non-surgical treatments such as skin peels, dermal fillers, laser liposuction, body contouring and a range of other treatments.

At Health & Aesthetic Clinic Ltd the aesthetic cosmetic treatments that are provided are exempt by law from CQC regulation. Therefore, we carried out the inspection in relation to medically related treatments only.

Services are available for people over the age of eighteen only.

The staff team comprises of one clinical director who is also the clinical lead for governance, a CQC registered manager, a practice manager, three aesthetician and a part-time private GP.

The clinic operates from converted premises, facilities include disabled parking, entrance ramp, platform lift, five large and fully air-conditioned treatment rooms, two accessible toilets, an off reception waiting area and free guest WIFI.

The clinic's opening times are Monday, 10am-7pm; Tuesday and Thursday, 10am-8pm; Wednesday and Friday, 10am-6pm and Saturday, 9pm-5pm. The clinic is closed on Sundays.

### How we inspected this service

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected, and information submitted by the provider.

# Are services well-led?

## We rated well-led as Good because:

- At our previous inspection on the 22 August 2022, we rated well-led as requires improvement because we were unable to be assured that the recently implemented governance systems were sustainable. At this inspection we found the provider

had responded to our findings and had fully embedded the new governance and risk systems.

## Governance arrangements

- At the inspection on the 22 August 2022, we found the service had undergone changes to the leadership team during the pandemic and on the day of the inspection the provider was unable to provide evidence that the systems and processes were effective in some areas of the services governance. For example, there was a lack of oversight of training, and the systems to manage significant events, safety alerts, recruitment, and health and safety.

At this inspection we found: -

- The service had a policy in place for the management of incidents and significant events, which staff reviewed in December 2022. This provided staff with a system for the management, investigation, and review of significant events. At the time of this inspection the service manager explained they had not had a significant event.
- The service received safety alerts from the Medicines and Healthcare products Regulatory Agency and was able to demonstrate that the service manager reviewed, and cascaded the alerts to staff and acted when an alert affected the service. In addition, a policy was now in place to ensure a consistent approach by staff.
- The service manager had reviewed and updated the recruitment policy in April 2023 and was aware of the necessity to carry out the appropriate recruitment checks.
- The service had put into place a risk assessment for staff to enable them to decide not to have their full immunisations as recommended in The Green Book - Information for public health professionals on immunisation.
- At the inspection on the 22 August 2022, we found some of the policies to assure the service was operating as intended were ineffective and did not reflect the services practices. At this inspection we found the service manager had reviewed the policies to ensure they reflected the services practices.
- The service had a business continuity plan in place which reflected the service.
- The service manager provided evidence, that demonstrated staff had completed the appropriate training,
- At this inspection we found: -
- The legionella risk assessment was dated as carried out on the 25 April 2022.
- An independent contractor had carried out calibration of equipment on the 15 August 2022.
- The fixed wiring certificate was carried out on 21 May 2023
- The clinician had carried out an audit to review the benefit of compliance of follow-up appointments after wrinkle relaxing treatments.
- At the time of the previous inspection in August 2022, the provider did not send pathology specimens (Such as skin or mole removals) for testing for abnormalities, if patients refused consent to the testing because of the cost, which did not follow national guidance. At this inspection the service manager stated that all patients were informed that the service would only remove skin growths if the patients agreed to the cost of the testing. Should they refuse they were recommended to go to their GP.

## Managing risks, issues and performance

## Are services well-led?

- At the previous inspection in August 2022, we found the service had not carried out any internal clinical audit since 2020. There were gaps in the health and safety risk assessments, such as the legionella risk assessment, a lack of an electrical fixed wiring certificate, and no evidence of annual calibration checks on the equipment.