



The Regulation and
Quality Improvement
Authority

Announced Inspection

Name of Establishment:	Pretty Woman
Establishment ID No:	11087
Date of Inspection:	26 August 2014
Inspector's Name:	Winnie Maguire
Inspection No:	17380

**The Regulation and Quality Improvement Authority
9th floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501**

1.0 General Information

Name of establishment:	Pretty Woman
Address:	16b Church Street Dromore BT25 1AA
Telephone number:	028 9269 9065
Registered organisation/ registered provider:	Miss Lorraine Jones
Registered manager:	Miss Lorraine Jones
Person in charge of the establishment at the time of inspection:	Miss Lorraine Jones
Registration category:	PT (IL) prescribed techniques or prescribed technology :establishments using intense pulsed light
Date and time of inspection:	26 August 2014 10.00 am -12.00 midday
Date and type of previous inspection:	Announced Inspection 1 October 2013
Name of inspector:	Winnie Maguire

2.0 Introduction

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect independent health care establishments. A minimum of one inspection per year is required.

This is a report of the announced inspection to assess the quality of services being provided. The report details the extent to which the regulations and DHSPPS Minimum Care Standards for Healthcare Establishments, July 2014, measured during the inspection were met.

2.1 Purpose of the Inspection

The purpose of this inspection was to ensure that the service is compliant with relevant regulations, the minimum standards and to consider whether the service provided to clients was in accordance with their assessed needs and preferences. This was achieved through a process of analysis and evaluation of available evidence.

RQIA not only seeks to ensure that compliance with regulations and standards is met but also aims to use inspection to support providers in improving the quality of services. For this reason, inspection involves in-depth examination of an identified number of aspects of service provision.

The aims of the inspection were to examine the policies, procedures, practices and monitoring arrangements for the provision of IPL services, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Independent Health Care Regulations (Northern Ireland) 2005
- The Regulation and Improvement Authority (Independent Health Care) (Fees and Frequency of Inspections) (Amendment) Regulations (Northern Ireland) 2011
- The Department of Health, Social Services and Public Safety's (DHSPPS) Minimum Care Standards for Healthcare Establishments

Other published standards which guide best practice may also be referenced during the inspection process.

2.2 Method/Process

Committed to a culture of learning, RQIA has developed an approach which uses self-assessment, a critical tool for learning. The self-assessment was forwarded to the provider prior to the inspection and was reviewed by the inspector prior to the inspection. The inspection process has three key parts; self-assessment, pre-inspection analysis and the visit undertaken by the inspector.

Specific methods/processes used in this inspection include the following:

- Analysis of pre-inspection information and self-assessment
- Discussion with Miss Lorraine Jones, the registered provider/manager
- Examination of records
- Tour of the registered premises
- Evaluation and feedback

Any other information received by RQIA about this registered provider and its service delivery has also been considered by the inspector in preparing for this inspection.

The completed self-assessment is appended to this report.

2.3 Inspection Focus

The inspection sought to establish the level of compliance being achieved with respect to the following DHSPPS Minimum Care Standards for Healthcare Establishments and to assess progress with the issues raised during and since the previous inspection.

- Standard 5 – Patient and Client Partnerships
- Standard 7 – Complaints
- Standard 9 – Clinical Governance
- Standard 16 – Management and Control of Operations
- Standard 48 – Laser and Intense Light Sources

3.0 Profile of Service

Pretty Woman is situated on the first floor of a commercial building located in Dromore town centre. The establishment offers a range of services including IPL services.

Intense Pulsed Light (IPL)

Manufacturer: Xenolite Ltd
Model: Duet
Serial Number: XN-1-3-050911-UK

Laser Protection Advisor (LPA)

Irfan Azam, Lasermet

Laser Protection Supervisor (LPS)

Lorraine Jones

Medical Support Services

Paul Myers

Authorised User

Lorraine Jones

Types of Treatment Provided

Hair reduction /removal

Public car parking is available for clients and visitors.

Pretty Woman is registered as an independent hospital with the PT(IL) category of registration.

Lorraine Jones has been the registered provider and manager since registration with RQIA in 2010.

4.0 Summary of Inspection

An announced inspection of Pretty Woman was undertaken by Winnie Maguire on 28 August 2014 from 10.00 am to 12.00 midday. The inspection sought to establish the compliance being achieved with respect to The Independent Health Care Regulations (Northern Ireland) 2005, The Regulation and Improvement Authority (Independent Health Care) (Fees and Frequency of Inspections) (Amendment) Regulations (Northern Ireland) 2011, the DHSSPS Minimum Care Standards for Independent Healthcare Establishments and to assess the progress made to address the issues raised during the previous inspection.

There were no requirements or recommendations made as a result of the previous annual announced inspection on 1 October 2013.

The inspection focused on the DHSSPS Minimum Care Standards for Independent Healthcare Establishments outlined in section 2.4 of this report.

Lorraine Jones was available during the inspection and for verbal feedback at the conclusion of the inspection.

During the course of the inspection the inspector discussed operational issues, examined a selection of records and carried out a general inspection of the establishment.

The establishment has robust systems in place to obtain the views of clients on a formal and informal basis. The inspector reviewed the summary report of client feedback questionnaires and found that clients were highly satisfied with the care and treatment provided. Miss Jones collates the information from the questionnaires into a summary report which is made available to clients and other interested parties in the laser room.

Pretty Woman has a complaints policy and procedure in place which was found to be line with the DHSSPS guidance and legislation. No complaints have been received by the establishment, however, systems are in place to effectively document, manage and audit complaints. The registered person/manager displayed a good understanding of complaints management.

There is a defined management structure within the establishment and clear lines of accountability. The registered person/manager is responsible for the day to day running of the establishment and ensuring compliance with the legislation and standards.

The establishment has systems in place to audit the quality of service provided as outlined in the main body of the report.

The inspector also reviewed incident management and found this to be line with legislation and best practice. No incidents have been recorded by the establishment, however, systems are in place to document, manage and report incidents in line with the legislation.

Miss Jones devised a policy and procedure in relation to the absence of the registered manager during the course of the inspection. The establishment does not have any other persons directly involved in the IPL service and therefore a whistle blowing policy is not required.

The registered person/manager undertakes ongoing training to ensure that they are up to date in all areas relating to the provision of services.

A Statement of Purpose and Client Guide were in place which reflected legislative and best practice guidance. These had been reviewed on 20 August 2014 and updating is nearly completed.

The inspector reviewed the insurance arrangements for the establishment and found that current insurance policies were in place.

Clients are provided with written information regarding the treatment to be provided and fees, risks, complications and expected outcomes are discussed with the client during the initial consultation. Written aftercare instructions are provided following treatment.

There were clear medical treatment protocols and local rules in place.

Systems are in place to review the medical treatment protocols and local rules on an annual basis. A service level agreement was in place between the establishment and the LPA.

The establishment has an IPL register which is completed every time the equipment is operated

Four client care records were examined and found to be well completed. The records contained the client's personal details, a completed health questionnaire, signed consent form, evidence of patch test and treatment provided.

A risk assessment had been undertaken by the establishment's LPA on 20 August 2014 and the registered provider/manager confirmed no issues were identified.

Review of the training records confirmed that mandatory training was up to date and the authorised user had received appropriate training in the safe use and operation of the IPL equipment. Other staff working in the establishment, but not directly involved in the use of IPL equipment, have received laser safety awareness training.

The environment in which the IPL equipment is used was found to be safe and controlled. Protective eyewear was available for the client and operator as outlined in the local rules.

Laser safety warning signs are displayed when the IPL equipment is in use. The IPL equipment is operated using a key control system. Arrangements are in place for the safe custody of the IPL keypad control codes when not in use.

Systems were in place to service and maintain the IPL equipment in line with the manufacturers' guidance. The most recent service report was reviewed by the inspector. A laser safety file was in place.

The certificate of registration was clearly displayed in the laser room of the establishment.

No requirements or recommendations were made as result of this inspection.

Overall, on the day of inspection, the establishment was found to be providing a safe and effective service.

The inspector would like to extend her gratitude to Lorraine Jones for her hospitality and contribution to the inspection process.

5.0 Follow up on Previous Issues

No requirements or recommendations were made as a result of the previous inspection.

6.0 Inspection Findings

STANDARD 5	
Patient and Client Partnerships:	The views of patients and clients, carers and family members are obtained and acted on in the evaluation of treatment, information and care
<p>Pretty Woman obtains the views of clients on a formal and informal basis as an integral part of the service they deliver.</p> <p>The establishment had completed a client satisfaction survey in 2014. The results of the survey are reviewed by the registered provider/manager within the clinic and an action plan is developed and implemented if any issues are identified. However no issues were identified as requiring to be addressed.</p> <p>The inspector reviewed the completed survey and found that clients were highly satisfied with the quality of care and treatment provided by Pretty Woman. Clients did not provide any written comments as part of the survey.</p> <p>The information received from the client survey is collated into an annual summary report which is made available to clients and other interested parties to read.</p>	

Evidenced by:

Review of client satisfaction surveys

Review of summary report of client satisfaction surveys

Summary report made available to clients and other interested parties

Discussion with staff

STANDARD 7	
Complaints:	All complaints are taken seriously and dealt with appropriately and promptly.
<p>The establishment operates a complaints policy and procedure in accordance with the DHSSPS guidance on complaints handling in regulated establishments and agencies and the legislation. The registered provider/manager demonstrated a good understanding of complaints management.</p> <p>All patients are provided with a copy of the complaints procedure, which is contained within the client Guide. The registered provider/manager confirmed that the complaints procedure could be made available in alternative formats and languages if required.</p> <p>The inspector reviewed the complaints register and found that no complaints had been received by the establishment; however, systems are in place to effectively document and manage complaints.</p>	

Evidenced by:

- Review of complaints procedure**
- Complaint procedure made available to patients and other interested parties**
- Discussion with staff**
- Review of complaints records**

STANDARD 9	
Clinical Governance:	Patients and clients are provided with safe and effective treatment and care based on best practice guidance, demonstrated by procedures for recording and audit.
<p>The registered provider/manager ensures the establishment delivers a safe and effective service in line with the legislation, other professional guidance and minimum standards.</p> <p>The registered provider/manager confirmed the she undertakes reflective practice to ensure the quality of service provided is in line with all the clinics policies, procedures and protocols.</p> <p>The establishment has an incident policy and procedure in place which was amended during the inspection to include reporting arrangements to RQIA. No incidents have occurred within the establishment since registration; however, systems are in place to document and manage incidents appropriately.</p> <p>The registered provider/manager confirmed that no research is currently being undertaken within the establishment.</p>	

Evidenced by:

- Review of policies and procedures**
- Discussion with registered provider/manager**
- Review of incident management**
- Review of research arrangements**

STANDARD 16	
Management and Control of Operations:	Management systems and arrangements are in place that ensure the delivery of quality treatment and care.
<p>There is a defined organisational and management structure that identifies the lines of accountability, specific roles and details responsibilities for all areas of the service.</p> <p>A policy and procedure was devised on inspection to ensure that RQIA is notified if the registered provider/manager is absent for more than 28 days. The policy includes the interim management arrangements for the establishment.</p> <p>Review of the training records and discussion with the registered provider/manager confirmed that they undertake training relevant to their role and responsibilities within the organisation.</p> <p>The inspector reviewed the establishment's Client Guide and Statement of Purpose and found them to be in line with the legislation.</p> <p>There is no written policy on "Whistle Blowing" as Miss Jones is the sole person involved in the IPL services.</p> <p>The inspector discussed the insurance arrangements within the establishment and confirmed current insurance policies were in place. The certificates of registration and insurance were clearly displayed in the laser room of the premises.</p>	

Evidenced by:

Review of policies and procedures
Review of training records
Review of Client Guide
Review of Statement of Purpose
Review of insurance arrangements

STANDARD 48**Laser and Intense Light Sources:**

Laser and intense light source procedures are carried out by appropriately trained staff in accordance with best practice.

Clients are provided with an initial consultation to discuss their treatment and any concerns they may have. The establishment has a list of fees available for each IPL procedure. Fees for treatments are agreed during the initial consultation and may vary depending on the treatment provided and the individual requirements of the client.

Clients are asked to complete a health questionnaire. There are systems in place to contact the client's general practitioner, with their consent, for further information if necessary.

Clients are provided with written information on the specific IPL procedure to be provided that explains the risks, complications and expected outcomes of the treatment.

IPL procedures are carried out by a trained operator in accordance with medical treatment protocols updated by Paul Myers, Medical Support Services, on 20 August 2014. Systems are in place to review the medical treatment protocols on an annual basis.

The medical treatment protocols set out:

- Indications
- Contraindications
- Technique
- Pre-treatment tests
- Pre-treatment care
- Post-treatment care
- Recognition of treatment related problems
- Procedure if anything goes wrong with the treatment
- Permitted variation on machine variables
- Procedure in the event of equipment failure

There was written confirmation of the appointment and duties of a certified LPA which is reviewed on an annual basis. The inspector reviewed the service level agreement between the establishment and the LPA which expires on 1 March 2015.

The establishment has local rules in place which have been developed by their LPA on 20 August 2014.

The local rules cover:

- The potential hazards associated with lasers
- Controlled and safe access
- Authorised operator's responsibilities

- Methods of safe working
- Safety checks
- Personal protective equipment
- Prevention of use by unauthorised persons
- Adverse incidents procedures

The laser protection supervisor has overall responsibility for safety during IPL treatments as recorded within the local rules.

A list of authorised users is maintained and the authorised user has signed to state that they have read and understood the local rules and medical treatment protocols.

The establishment has an IPL register which is completed every time the equipment is operated and includes:

- The name of the person treated
- The date
- The operator
- The treatment given
- The precise exposure
- Any accident or adverse incident

Four client care records were reviewed and found to contain information regarding the client's personal details, a completed health questionnaire, signed consent form, record of treatment and evidence of a patch test being undertaken.

Clients are provided with written aftercare instructions following treatment.

The establishment's LPA completed a risk assessment of the premises on 20 August 2014 and the registered provider/manager confirmed no recommendations were made.

The authorised user has completed training in core of knowledge and the safe use and application of the IPL equipment.

Review of the training records confirmed that the authorised user had also undertaken the following required mandatory training in line with RQIA guidance:

- Basic life support annually
- Fire safety annually
- Infection prevention and control annually
- Protection of vulnerable adults every three years

All other staff employed at the establishment, but not directly involved in the use of the IPL equipment, had received laser safety awareness training.

The environment in which the IPL equipment is used was found to be safe and controlled to protect other persons while treatment is in progress. The controlled area is clearly defined and not used for other purposes, or as access to areas, when

treatment is being carried out.

When the IPL equipment is in use, the safety of all persons in the controlled area is the responsibility of the LPS.

Laser safety warning signs are displayed when the IPL equipment is in use and removed when not in use, as described within the local rules.

Protective eyewear is available for the client and operator as outlined in the local rules. The inspector reviewed the protective eyewear available as part of the inspection process.

The door to the treatment room is locked when the IPL equipment is in use but can be opened from the outside in the event of an emergency.

The IPL equipment is operated using a keypad control system. Arrangements are in place for the safe custody of the IPL keypad codes when not in use.

There are arrangements in place to service and maintain the IPL equipment in line with the manufacturer's guidance. The most recent service report dated 19 August 2014 was reviewed as part of the inspection process

There is a laser safety file in place that contains all of the relevant information relating to the IPL equipment.

Evidenced by:

- Discussion with staff**
- Review of policies and procedures**
- Review of information provided to clients**
- Review of local rules**
- Review of medical treatment protocols**
- Review of IPL register**
- Review of client care records**
- Review of LPA's risk assessment**
- Review of training records**
- Review of premises and controlled area**
- Review of maintenance records**
- Review of Laser safety file**

7.0 Quality Improvement Plan

Details of the inspection were discussed with Lorraine Jones as part of the inspection process.

This inspection resulted in no recommendations or requirements being made.

The registered provider/manager is asked to sign the appropriate page confirming they are assured about the factual accuracy of the content of the report.

Matters to be addressed as a result of this inspection are set in the context of the current registration of your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

Enquiries relating to this report should be addressed to:

Winnie Maguire
The Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT

Winnie Maguire
Inspector/Quality Reviewer

Date



The Regulation and
Quality Improvement
Authority

No requirements/recommendations resulted from the announced inspection of **Pretty Woman** undertaken on 26 August 2014 and **I agree** do not agree* with the content of the report.

* Please delete as appropriate

Please provide any additional comments or observations you may wish to make:

I would like inspection 12 monthly
not 10 monthly

SIGNED: Lorraine Jones
Registered Provider

SIGNED: Lorraine Jones
Registered Person in Control
(or Designated Person in Control)

NAME: LORRAINE JONES
(PRINT)

NAME: LORRAINE JONES
(PRINT)

DATE: 24/9/14

DATE: 24/9/14

The registered provider/manager is required to sign this declaration and return to:

The Regulation and Quality Improvement Authority
9th floor
Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT

DATE RECEIVED	APPROVED	SIGNATURE OF INSPECTOR
20/10/14	20/10/14	



The Regulation and
Quality Improvement
Authority

Pre-Inspection Self-Assessment Laser/IPL Service

Name of Establishment: Pretty Woman
Establishment ID No: 11087
Date of Inspection: 26 August 2014
Inspector's Name: Winnie Maguire
Inspection No: 17380



THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY
9th floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501

1.0 Introduction

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect independent health care establishments. A minimum of one inspection per year is required.

The aim of inspection is to examine the policies, procedures, practices and monitoring arrangements for the provision of laser/IPL services, and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003
- The Independent Health Care Regulations (Northern Ireland) 2005
- The Regulation and Improvement Authority (Independent Health Care) (Fees and Frequency of Inspections) (Amendment) Regulations (Northern Ireland) 2011
- The Department of Health, Social Services and Public Safety's (DHSSPS) draft Independent Health Care Minimum Standards for Hospitals and Clinics

Other published standards which guide best practice may also be referenced during the inspection process.

2.0 Self-Assessment

Committed to a culture of learning, RQIA has developed an approach which uses self-assessment.

Where asked in the self-assessment you are required to indicate a yes or no response. You are also asked to provide a brief narrative in the "text box" where applicable.

Following completion of the self-assessment, please return to RQIA by the date specified.

The self-assessment will be appended to the report and made available to the public. No amendments will be made by RQIA to your self-assessment response.

3.0 Self-Assessment Tool

Management of Operations

	YES	NO
Has any structural change been made to the premises since the previous inspection?		<input checked="" type="checkbox"/>
Have any changes been made to the management structure of the establishment since the previous inspection?		<input checked="" type="checkbox"/>
Yes, please comment		

Policies and Procedures

	YES	NO
Does the establishment have a policy and procedure manual in place which is reviewed at least every 3 years or as changes occur?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are the policies and procedures for all operational areas in line with legislation and best practice guidelines?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do all policies and procedures contain the date of issue, date of review and version control?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are all policies and procedures ratified by the registered person?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
No, please comment		

Records Management

	YES	NO
Does the establishment have a policy and procedure in place for the creation, storage, transfer, retention and disposal of and access to records in line with the legislation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are care records maintained for each individual client?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Are arrangements in place to securely store client care records?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
No, please comment		

Patient Partnerships

	YES	NO
Does the establishment have systems in place to obtain the views of clients regarding the quality of treatment, care and information provided?	✓	
Does the establishment make available a summary report of client feedback to clients and other interested parties?	✓	
No, please comment		

Medical Emergencies

	YES	NO
Are arrangements in place to deal with medical emergencies?		✓
<p>No, please comment</p> <p>Pretty woman is an IPL clinic and does not have to deal with medical emergencies. If an emergency occurs then the U.P tele number is on the wall and staff. Lorraine Jones is a SEN RMN RGN + emergency procedures up to date.</p>		

Complaints

	YES	NO
Does the establishment have a complaints policy and procedure in place which is in line with the legislation and the DHSSPS guidance on complaints handling in regulated establishments and agencies April 2009?	✓	
Are all complaints documented, fully investigated and have outcomes recorded in line with the legislation and the establishment's complaints policy and procedure?	✓	
No, please comment		

Incidents

	YES	NO
Does the establishment have an incident policy and procedure in place which complies with the legislation and RQIA guidance?	✓	
Are all incidents reported, documented, fully investigated and have outcomes recorded in line the legislation, RQIA guidance and the establishment's policy and procedure?	✓	
No, please comment		

Infection Prevention and Control

	YES	NO
Does the establishment have an infection prevention and control policy and procedure in place?	✓	
Are appropriate arrangements in place to decontaminate equipment between clients?	✓	
No, please comment		

Recruitment of staff

	YES	NO
Does the establishment have a recruitment and selection policy and procedure in place?	✓	
Is all information outlined in Schedule 2 of the Independent Health Care Regulations (Northern Ireland) 2005 retained and available for inspection?		
Have all authorised users (recruited since registration with RQIA) had an enhanced AccessNI disclosure undertaken, prior to commencing employment?		
No, please comment		
<p>no one uses the IPL machine only owner Lorraine Jones. Access NI has been supplied to SEHSSB (SEHSC) Kingsbridge Hosp + Marie curie Hospice (Knockbracken)</p>		

Mandatory Training

	YES	NO
Are arrangements in place for all new authorised users to participate in an induction programme?		<input checked="" type="checkbox"/>
Are training records available which confirm that the following mandatory training has been undertaken:		
AUTHORISED USERS	YES	NO
Core of knowledge training – within the past 5 year years	<input checked="" type="checkbox"/>	
Application training for all equipment and all laser/IPL treatments provided - within the past 5 years	<input checked="" type="checkbox"/>	
Infection prevention and control training – annually	<input checked="" type="checkbox"/>	
Fire safety – annually	<input checked="" type="checkbox"/>	
Basic life support – annually or valid certificate e.g. First Aid at Work which is valid for 3 years	<input checked="" type="checkbox"/>	
OTHER STAFF – NOT INVOLVED IN LASER/IPL SERVICES (If applicable)	YES	NO
Laser safety awareness training – annually	<input checked="" type="checkbox"/>	
If No, please comment		

Appraisal

	YES	NO
Does the establishment have an appraisal policy and procedure in place?		<input checked="" type="checkbox"/>
Are systems in place to provide recorded annual appraisals for authorised users? (if applicable)		
No, please comment <i>I am the only user. + don't need an appraisal.</i>		

Qualifications of Medical Practitioners and Nurses

	YES	NO
Are systems in place to ensure medical and nursing staff, who are authorised users, have a current registration with their relevant professional bodies?	✓	
Are systems in place to ensure that medical practitioners have up to date professional indemnity insurance?	✓	
Are systems in place to ensure that medical practitioners have an annual appraisal undertaken with a trained medical appraiser?	✓	
Are arrangements in place to ensure medical practitioners have a responsible officer?	✓	
No, please comment		

Lasers/IPL Service

	YES	NO
Does the establishment have a certified Laser Protection Advisor (LPA)?	✓	
Has the establishment an up to date LPA report?	✓	
Has the establishment an up to date risk assessment undertaken by their LPA?	✓	
Does the establishment have up to date local rules in place?	✓	
Does the establishment have up to date medical treatment protocols in place?	✓	
Are systems in place to review local rules and medical treatment protocols on an annual basis?	✓	
Does the establishment have arrangements in place for a medical support service?	✓	
Does the establishment have a list of authorised users?	✓	
Does the establishment have arrangements in place for maintenance and servicing of equipment in line with manufacturer's guidance?	✓	
Does the establishment have protective eyewear in place, as outlined in the local rules?	✓	
Is the controlled area clearly defined?	✓	
Is the door to the treatment room where the laser/IPL used locked during treatment and can be opened from the outside in the event of an emergency?	✓	
Does the establishment display laser/IPL warning signs as outlined in the local rules?	✓	
Are arrangements in place for the safe custody of laser/IPL keys and/or keypad codes?	✓	
Does the establishment have a laser/IPL safety file in place?	✓	

Does the establishment have a laser/IPL register(s) in place? Y / N

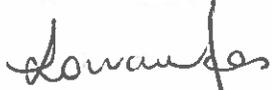
Y / N

No, please comment

4.0 Declaration

To be signed by the registered provider or registered manager for the establishment.

I hereby confirm that the information provided above is, to the best of my knowledge, accurately completed.

Name	Signature	Designation	Date
Lorraine Jones		Reg. Manager + authorised user	7. AUG 2014