Announced Inspection Report: Independent Healthcare

**Service:** Dr Carol Macmillan With the Moment Cosmetic Medical Practice Ltd, Dundee

**Service Provider:** With the Moment Cosmetic Medical Practice Ltd

1 November 2018
Healthcare Improvement Scotland is committed to equality. We have assessed the inspection function for likely impact on equality protected characteristics as defined by age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation (Equality Act 2010). You can request a copy of the equality impact assessment report from the Healthcare Improvement Scotland Equality and Diversity Advisor on 0141 225 6999 or email contactpublicinvolvement.his@nhs.net
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1 A summary of our inspection

The focus of our inspections is to ensure each service is person-centred, safe and well led. Therefore, we only evaluate the service against three key quality indicators which apply across all services. However, depending on the scope and nature of the service, we may look at additional quality indicators.

About our inspection

We carried out an announced inspection to Dr Carol Macmillan With the Moment Cosmetic Medical Practice Ltd on Thursday 1 November 2018. Before the inspection, we asked the service to display a poster asking patients to provide us with feedback on the service. We did not receive any feedback from patients who had received treatment. This was our first inspection to this service.

The inspection team was made up of one inspector and an observer.

What we found and inspection grades awarded

For Dr Carol Macmillan With the Moment Cosmetic Medical Practice Ltd, the following grades have been applied to three key quality indicators.

<table>
<thead>
<tr>
<th>Key quality indicators inspected</th>
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<tbody>
<tr>
<td><strong>Domain 2 – Impact on people experiencing care, carers and families</strong></td>
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<tr>
<td><strong>Quality indicator</strong></td>
</tr>
<tr>
<td>2.1 - People’s experience of care and the involvement of carers and families</td>
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<tr>
<td><strong>Domain 5 – Delivery of safe, effective, compassionate and person-centred care</strong></td>
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<tr>
<td>5.1 - Safe delivery of care</td>
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</tbody>
</table>
Key quality indicators inspected

<table>
<thead>
<tr>
<th>Quality indicator</th>
<th>Summary findings</th>
<th>Grade awarded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domain 9 – Quality improvement-focused leadership</td>
<td></td>
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<tr>
<td>9.4 - Leadership of improvement and change</td>
<td>Results of a recent audit of patient experiences confirmed a high degree of satisfaction and positive personal outcomes for patients. A quality improvement plan should be developed to measure the impact of service change and demonstrate a culture of continuous improvement.</td>
<td>Satisfactory</td>
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The following additional quality indicator was inspected against during this inspection.

Additional quality indicators inspected (ungraded)

<table>
<thead>
<tr>
<th>Quality indicator</th>
<th>Summary findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domain 5 – Delivery of safe, effective, compassionate and person-centred care</td>
<td></td>
</tr>
<tr>
<td>5.2 - Assessment and management of people experiencing care</td>
<td>Assessments, treatment plans and follow-up care were well documented and included patients’ individual wishes and desired outcomes. All patient care records were legible.</td>
</tr>
</tbody>
</table>

Grades may change after this inspection due to other regulatory activity. For example, if we have to take enforcement action to improve the service or if we investigate and agree with a complaint someone makes about the service.

More information about grading can be found on our website at:  
What action we expect With the Moment Cosmetic Medical Practice Ltd to take after our inspection

This inspection resulted in three recommendations. See Appendix 1 for a full list of the recommendations.

An improvement action plan has been developed by the provider and is available on the Healthcare Improvement Scotland website: [www.healthcareimprovementscotland.org/our_work/inspecting_and_regulating_care/independent_healthcare/find_a_provider_or_service.aspx](http://www.healthcareimprovementscotland.org/our_work/inspecting_and_regulating_care/independent_healthcare/find_a_provider_or_service.aspx)

We would like to thank Dr Carol Macmillan With the Moment Cosmetic Medical Practice Ltd for their assistance during the inspection.
2 What we found during our inspection

This section is where we report on how well the service meets people’s needs.

Domain 2 – Impact on people experiencing care, carers and families
High performing healthcare organisations deliver services that meet the needs and expectations of the people who use them.

Our findings

Quality indicator 2.1 - People’s experience of care and the involvement of carers and families

The service proactively involved patients in having choice and control over their treatment plan, taking into account their individual preferences and desired outcomes. Feedback from patient questionnaires and website testimonials were all positive and very complimentary about the quality of the service provided.

The service offers a free initial consultation for patients before a personal treatment plan is agreed. This includes a face-to-face discussion between doctor and patient to establish individual expectations of treatment and desired personal outcomes. There is also an opportunity for patients to have a ‘cooling off period’ to consider treatment options. We saw evidence to support this practice when we reviewed patients’ care records.

Although we did not speak with, or receive feedback from, any patients during the inspection, we saw the systems the service used to gather feedback from people who had received treatment. Website testimonials were all positive and feedback from the service’s own patient questionnaires showed high levels of satisfaction about the quality of the service. Some comments included:

- ‘I feel completely confident... provides excellent advice and treatment.’
- ‘I do and will continue to strongly recommend... for anyone considering treatment.’
- ‘... a polite, professional healthcare person who provided an excellent service.’
- ‘I’m very happy with the service... very informative and knowledgeable about the services she offers.’
The service made sure that patients’ privacy and dignity was maintained. Windows were adequately screened and the main entrance to the clinic was secured when patients were undergoing treatments. All consultations were by appointment and only one patient was treated in the service at any given time.

The service had not received any complaints since registration.

**What needs to improve**
The owner/manager was considering other options to increase feedback from patients. The use of web-based review systems was being explored. We considered there was scope to improve the current system of issuing questionnaires to patients every 5 years (recommendation a).

- No requirements.

**Recommendation a**
- We recommend that the service should gather feedback about patient experience at least every year to increase involvement of patients and inform service improvement.
Service delivery

This section is where we report on how safe the service is.

Domain 5 – Delivery of safe, effective, compassionate and person-centred care

High performing healthcare organisations are focused on safety and learning to take forward improvements, and put in place appropriate controls to manage risks. They provide care that is respectful and responsive to people’s individual needs, preferences and values delivered through appropriate clinical and operational planning, processes and procedures.

Our findings

Quality indicator 5.1 – Safe delivery of care

Good systems were in place to make sure care and treatment was delivered safely in a clean and well maintained environment.

The service had good governance systems to ensure the safe delivery of care and treatment for its patients. We reviewed four patient care records. These documented key information about patients’ medical history, prescribed medicines and allergies. Risks and aftercare arrangements were well documented in patients’ care records.

Patient care records were stored in a lockable filing cabinet. We noted the service’s information management policy was updated to include the new data protection regulation guidance.

The service was clean and well maintained. The environment was adequately heated and ventilated and equipment was in a good state of repair.

We saw good compliance with infection prevention and control procedures in line with the service’s policy. This included the safe disposal of clinical waste, sharps and single use medical devices (used to prevent the risk of cross-infection). The service had an arrangement with a local GP practice for the safe disposal of clinical waste.

A medical emergency kit was available in the clinic room and the owner/manager was suitably skilled and experienced to deliver advanced life support in the event of a medical emergency.
A safe system was in place for the procurement, prescribing, storage and administration of medicines. Patient care records documented medicines used, batch numbers and expiry dates.

Healthcare Improvement Scotland has not been notified of any recorded accidents or incidents involving patients since the service was registered. A clear procedure was in place to report adverse events and notifications to the relevant authorities.

**What needs to improve**
The service’s safeguarding policy provided limited information about how it would protect children and/or vulnerable adults at risk of harm or abuse. A clear protocol for reporting adult and/or child protection concerns should be further developed (recommendation b).

- No requirements.

**Recommendation b**
- We recommend that the service should update its safeguarding policy to ensure a clear protocol is in place to respond to adult or child protection concerns.
Our findings

Quality indicator 5.2 - Assessment and management of people experiencing care

Assessments, treatment plans and follow-up care were well documented and included patients’ individual wishes and desired outcomes. All patient care records were legible.

Our review of four patient care records showed that thorough consultations and assessments were carried out before treatment.

Records were kept of each treatment session, and diagrams, sketches and photographs of the treated area helped to inform the overall plan of care.

All patient care records we looked at included signed consent to initial treatment and all follow-up appointments for further treatment. Follow-up appointments allowed the service to check that patients were happy with the results of their treatments and had not experienced any side-effects.

- No requirements.
- No recommendations.
Vision and leadership

This section is where we report on how well the service is led.

Domain 9 – Quality improvement-focused leadership

High performing healthcare organisations are focused on quality improvement. The leaders and managers in the organisation drive the delivery of high quality, safe, person-centred care by supporting and promoting an open and fair culture of continuous learning and improvement.

Our findings

Quality indicator 9.4 - Leadership of improvement and change

Results of a recent audit of patient experiences confirmed a high degree of satisfaction and positive personal outcomes for patients. A quality improvement plan should be developed to measure the impact of service change and demonstrate a culture of continuous improvement.

The service is owned and managed by an experienced medical practitioner who is registered with the General Medical Council (GMC). The service engages in regular continuing professional development. This is managed through the GMC registration and revalidation process, and annual appraisals. Other professional development activities included attending industry events, maintaining connections with NHS aesthetic colleagues, and subscriptions to journals to raise awareness of legislation and best evidence-based care for patients.

We were confident that the service was committed to providing a quality service and used only evidenced-based, clinically effective treatments. Results of a recent survey of patient experiences confirmed a high degree of satisfaction and positive personal outcomes for patients.

What needs to improve

Although the service carried out patient experience surveys and clinical audits of medicines and medical devices, a quality improvement plan would help to structure and record service improvement processes and outcomes. This would enable the service to measure the impact of change and demonstrate a culture of continuous improvement (recommendation d).

- No requirements.
**Recommendation c**

- We recommend that the service should develop a quality improvement plan.
Appendix 1 – Requirements and recommendations

The actions that Healthcare Improvement Scotland expects the independent healthcare service to take are called requirements and recommendations.

- **Requirement:** A requirement is a statement which sets out what is required of an independent healthcare provider to comply with the National Health Services (Scotland) Act 1978, regulations or a condition of registration. Where there are breaches of the Act, regulations, or conditions, a requirement must be made. Requirements are enforceable at the discretion of Healthcare Improvement Scotland.

- **Recommendation:** A recommendation is a statement that sets out actions the service should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.

### Domain 2 – Impact on people experiencing care, carers and families

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<tr>
<th></th>
<th>Requirements</th>
<th>Recommendation</th>
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<tr>
<td><strong>Requirements</strong></td>
<td>None</td>
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<tr>
<td><strong>Recommendation</strong></td>
<td>a</td>
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<tr>
<td>a</td>
<td>We recommend that the service should gather feedback about patient experience at least every year to increase involvement of patients and inform service improvement (see page 8).</td>
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<td></td>
<td>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.8</td>
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### Domain 5 – Delivery of safe, effective, compassionate and person-centred care

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<tr>
<th>Requirements</th>
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<tr>
<td>None</td>
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<table>
<thead>
<tr>
<th>Recommendation</th>
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<tbody>
<tr>
<td><strong>b</strong> We recommend that the service should update its safeguarding policy to ensure a clear protocol is in place to respond to adult or child protection concerns (see page 10).</td>
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Health and Social Care Standards: My support, my life. I have confidence in the people who support and care for me. Statements 3.20 and 3.22

### Domain 9 – Quality improvement-focused leadership

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<th>Requirements</th>
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<tbody>
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<td>None</td>
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<tr>
<th>Recommendation</th>
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<tr>
<td><strong>c</strong> We recommend that the service should develop a quality improvement plan (see page 13).</td>
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</table>

Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19
Appendix 2 – About our inspections

Our quality of care approach and the quality framework allows us to provide external assurance of the quality of healthcare provided in Scotland.

Our inspectors use this approach to check independent healthcare services regularly to make sure that they are complying with necessary standards and regulations. Inspections may be announced or unannounced.

We follow a number of stages to inspect independent healthcare services.

Before inspections

Independent healthcare services submit an annual return and self-evaluation to us.

We review this information and produce a service risk assessment to determine the risk level of the service. This helps us to decide the focus and frequency of inspection.

During inspections

We use inspection tools to help us assess the service.

Inspections will be a mix of physical inspection and discussions with staff, people experiencing care and, where appropriate, carers and families.

We give feedback to the service at the end of the inspection.

After inspections

We publish reports for services and people experiencing care, carers and families based on what we find during inspections. Independent healthcare services use our reports to make improvements and find out what other services are doing well. Our reports are available on our website at: [www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

We require independent healthcare services to develop and then update an improvement action plan to address the requirements and recommendations we make.

We check progress against the improvement action plan.

More information about our approach can be found on our website:
Complaints

If you would like to raise a concern or complaint about an independent healthcare service, you can complain directly to us at any time. However, we do suggest you contact the service directly in the first instance.

Our contact details are:

Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

Telephone: 0131 623 4300

Email: comments.his@nhs.net