Announced Inspection Report: Independent Healthcare

Service: Skin Deep Fife, Kirkcaldy
Service Provider: Skin Deep Fife

27 September 2021
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 his.contactpublicinvolvement@nhs.scot

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Healthcare Improvement Scotland Announced Inspection Report
Skin Deep Fife: 27 September 2021 2
## Contents

1. A summary of our inspection 4

2. What we found during our inspection 6

Appendix 1 – Requirements and recommendations 11
Appendix 2 – About our inspections 13
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 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 Skin Deep Fife on Monday 27 September 2021. This was our first inspection to this service. The inspection team was made up of one inspector.

As part of the inspection process, we asked the service to submit a self-evaluation. The questions in the self-evaluation are based on our Quality Framework and ask the service to tell us what it does well, what improvements could be made and how it intends to make those improvements. Although requested, the service did not submit a self-evaluation.

What we found and inspection grades awarded

For Skin Deep Fife, the following grades have been applied to the key quality indicators.

<table>
<thead>
<tr>
<th>Key quality indicators inspected</th>
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</thead>
<tbody>
<tr>
<td><strong>Domain 5 – Delivery of safe, effective, compassionate and person-centred care</strong></td>
</tr>
<tr>
<td>Quality indicator</td>
</tr>
<tr>
<td>5.1 - Safe delivery of care</td>
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<tr>
<td><strong>Domain 9 – Quality improvement-focused leadership</strong></td>
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<tr>
<td>9.4 - Leadership of improvement and change</td>
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</tbody>
</table>
To improve the quality of the service provided, and help make sure treatments delivered are safe and effective.

The following additional quality indicator was inspected against during this inspection.

<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>All patients received an assessment before any treatment was carried out. Treatments were fully explained and any associated risks discussed. Emergency contact details should be recorded in the patient care record.</td>
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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:
http://www.healthcareimprovementscotland.org/our_work/inspecting_and_regulating_care/ihc_inspection_guidance/inspection_methodology.aspx

**What action we expect Skin Deep Fife to take after our inspection**

This inspection resulted in four 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

Skin Deep Fife, the provider, must make the necessary improvements as a matter of priority.

We would like to thank all staff at Skin Deep Fife for their assistance during the inspection.
2 What we found during our inspection

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.

Quality indicator 5.1 - Safe delivery of care

Patients were cared for in a clean and safe environment with systems and processes in place to maintain safety. A programme of regular audits should be developed to cover key aspects of care and treatment. Audits should be documented and improvement action plans implemented.

The service had appropriate policies in place and reviewed them regularly. These included:

- duty of candour
- infection prevention and control
- medication policy
- privacy and dignity, and
- safeguarding.

Patients completed COVID-19 screening questionnaires before their appointments. Any patient suspecting they had symptoms of COVID-19 were advised not to attend the appointment. Other precautionary measures in place included:

- alcohol-based hand rub
- temperature checks on arrival, and
- use of protective personal equipment.
The clinic environment was clean and well equipped. Effective measures were in place to reduce the risk of infection, such as enhanced cleaning and restricted access to the premises. Cleaning of the clinic environment and equipment was carried out between patients, with a thorough daily and weekly clean. To reduce the risk of cross-contamination, the service had a good supply of personal protective equipment, including:

- aprons
- fluid-resistant face masks
- gloves, and
- single-use items, such as syringes and needles.

A waste contract was in place for the safe disposal of syringes, needles and other clinical waste. Equipment, such as the treatment couch was in good condition. Stock cupboards were well organised and not overfilled with surplus stock or equipment. We saw that contracts were in place for the regular servicing of the building and maintenance of electrical equipment, including portable appliance testing.

All patients who responded to our online survey told us they were extremely satisfied with the environment and the standard of cleanliness. Some comments included:

- ‘Clean, welcoming and professional set up.’
- ‘Appointments on time, cleaning in between clients. Efficient service throughout.’

We saw a safe system for the procurement, prescribing, storage and administration of medicines. The pharmacy wholesaler was MHRA listed. All medicines were stored securely in a locked cupboard or a drug refrigerator.

Arrangements were in place to deal with medical emergencies. This included training, first aid supplies and having medicines such as adrenaline available that could be used in an emergency.

While the service had not had any incidents or accidents since registration in June 2018, a log book was available to record these.

**What needs to improve**

While the service was clean and had chlorine tablets in stock, we did not see a cleaning checklist in place for clinical wash hand basins. These should be
cleaned using 1000ppm chlorine solution, in line with national guidance and recorded on a cleaning checklist (recommendation a).

We did not see a structured process for completing risk assessments or managing risk in the service (recommendation b).

We saw that the service did not carry out any audits. A structured program of regular audits could be introduced for key areas such as medication, patient care records and the care environment (recommendation c).

The service had a duty of candour policy in place. However, it did not produce a yearly duty of candour report. We will follow this up at future inspections.

- No requirements.

**Recommendation a**
- The service should develop cleaning schedules and should include details on cleaning products, processes and records of completion of cleaning.

**Recommendation b**
- The service should put appropriate measures in place to identify and manage risk in the service and outcomes recorded in the existing quality improvement plan.

**Recommendation c**
- The service should develop a programme of regular audits to cover key aspects of care and treatment. Audits must be documented and improvement action plans implemented and outcomes recorded in the existing quality improvement plan.

**Our findings**

**Quality indicator 5.2 - Assessment and management of people experiencing care**

All patients received an assessment before any treatment was carried out. Treatments were fully explained and any associated risks discussed. Emergency contact details should be recorded in the patient care record.

In the five patient care records we reviewed, we saw evidence of a medical history, medications and allergies documented. The practitioner gave patients
information about risks and benefits before treatment started and this was also documented in the patient care record. Patients were asked to consent to treatment. We saw that the practitioner and patients had signed these records.

Following treatment, patients were provided with verbal and written aftercare information, including the emergency contact details of the practitioner.

Patient care records were in paper format and were stored securely in a locked filing cabinet. It was documented that patients had been provided with aftercare information. A review appointment was offered if required to make sure that patients were satisfied with the outcome of their treatment.

All patients who responded to our survey agreed they had been involved in decisions about their care and treatment, and had been given time to reflect on their treatment option before consenting to the treatment. Comments included:

- ‘She discussed with me what I wanted, why, how I was feeling and treatments available. I felt she listened and we agreed together the best treatment plan for me.
- ‘Delivers an excellent service, that each person is welcomed, you feel very relaxed when you are there and have complete trust in the experience and professional knowledge that she has. A great service for myself and others.’

**What needs to improve**

We saw the patient care record did not contain GP details or emergency contact details (recommendation d).

- No requirements.

**Recommendation d**

- The service should record the contact details of patients’ emergency contact details and GP in the patient care record.
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

The service kept up to date with changes in the aesthetics industry, legislation and best practice guidance through its membership with national groups and training events.

The service was owned and managed by an experienced nurse practitioner registered with the Nursing and Midwifery Council (NMC) owner, who is also a member of several forums. We saw examples where patient feedback had been used to improve the service.

The practitioner kept up to date with best practice through ongoing training and development and attending a number of training events. This made sure the service kept up to date with changes in the aesthetics industry, legislation and best practice guidance. Update training in infection prevention and control and basic life support was carried out every year. They also engaged in the NMC revalidation process.

What needs to improve

A quality improvement plan was in place that detailed realistic and achievable outcomes to help improve the quality of the service provided. However, this could not be informed from audits and risk assessments as the service did not carry these out. Results of audits and risk assessments would help inform the service’s quality improvement plan. We will follow this up at future inspections.

We were told of a peer group where the practitioner and another aesthetics practitioners met every 3 months to share learning and discuss updates in current practice. However, minutes of this were not recorded. We will follow this up at future inspections.

- No requirements.
- No recommendations.
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 5 – Delivery of safe, effective, compassionate and person-centred care

#### Requirements

| None |

#### Recommendations

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### Domain 5 – Delivery of safe, effective, compassionate and person-centred care (continued)

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Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.11
# 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.

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<thead>
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<tbody>
<tr>
<td>Independent healthcare services submit an annual return and self-evaluation to us.</td>
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<tr>
<td>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.</td>
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<th>During inspections</th>
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<td>We use inspection tools to help us assess the service.</td>
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<td>Inspections will be a mix of physical inspection and discussions with staff, people experiencing care and, where appropriate, carers and families.</td>
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<td>We give feedback to the service at the end of the inspection.</td>
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<th>After inspections</th>
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<tbody>
<tr>
<td>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: <a href="http://www.healthcareimprovementscotland.org">www.healthcareimprovementscotland.org</a></td>
</tr>
<tr>
<td>We require independent healthcare services to develop and then update an improvement action plan to address the requirements and recommendations we make.</td>
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<tr>
<td>We check progress against the improvement action plan.</td>
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More information about our approach can be found on our website: [www.healthcareimprovementscotland.org/our_work/governance_and_assurance/quality_of_care_approach.aspx](http://www.healthcareimprovementscotland.org/our_work/governance_and_assurance/quality_of_care_approach.aspx)
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:** [his.ihcregulation@nhs.scot](mailto:his.ihcregulation@nhs.scot)