

Lasers, Intense Pulsed Light Systems and the Law

You may not know that the Care Standards Act 2000 [as amended by the Health and Social Care (Community Health and Standards) Act 2003] requires any person or business using lasers or Intense Pulsed Light systems (IPL or LHE) to:

- Display a Certificate of Registration with the Care Quality Commission (CQC)
- Comply with the Regulations and Standards laid down by the Act.
- Be inspected by CHAI (Commission for Healthcare Audit & Inspection)

The purpose of this legislation is to ensure that laser/IPL providers can ensure:

Safety and quality	Laser/IPL providers must always put the client's safety first.
Information	Providers must supply clear and accurate information about services.
Accountability	There will be a single, responsible individual for the service.
Consistency	A consistent standard of care must be provided.

Any Laser/IPL provider that is not registered is operating illegally and may be operating without valid insurance. You should ask any laser/IPL provider that you are considering receiving treatment from:

Are you registered with the Care Quality Commission (CQC)?

Do you have a certificate of registration?

Have you been inspected by CHAI?

Do you have a Client's Guide that I can look at?

Will I be able to see a copy of the inspection report? (a copy of the CQC report for our clinic is available by request from reception)

You also have a right to enquire of the CQC whether any laser/IPL provider is registered and whether they are complying with the requirements of the Act. You can find out easily at:

www.cqc.org.uk (Search for Independent Providers)

Standards of Service and Care at **Laserase Bolton**

Laserase Bolton aims to provide a totally professional and high quality service to all our clients. All our laser operators are first and foremost qualified doctors, nurses or physiotherapists. Each has undertaken specific training in their particular area of treatment – training which emphasises safety in the use of medical lasers and medical products.

We aim to provide a relaxed, welcoming and friendly atmosphere within the clinic and to always take into account any individual's particular needs. We will listen to a client's concerns and act accordingly.

We have produced a comprehensive Statement of Purpose and detailed factual information about all the treatments which we offer. Ongoing training is provided for all staff to a high quality, with both internal and external trainers / speakers used. Attendance at national training events takes place. We audit the service we offer in order to maintain or improve the standards of treatment and overall service we provide.

A summary of our promises regarding standards of treatment and care is printed overleaf.

You have a right to complain to the service provider and have that complaint properly dealt with and you also have a right to complain directly to the Care Quality Commission who have a legal duty to follow up any complaint that you make. You can contact the Care Quality Commission at the following address:

Care Quality Commission

North West Region

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Laserase Bolton recognises its duty of care to clients in its care and manages its practice with the aim of ensuring safety and quality of service.

The clinic is a private facility providing cosmetic treatments to day-clients using a range of non-invasive or minimally invasive procedures including laser and non-laser techniques. The Registered Service Provider is Mrs D Leslie who has over 15 years experience in running a medical laser clinic. Clinical procedures are supervised by Dr Kiran Patel, an expert laser physician with over 15 years of laser experience. The clinic only employs experienced medical personnel to operate the lasers.

We will provide detailed information for each treatment being offered. The information provided will be clear, accurate and justified. If you think that we are not being **honest, legal and truthful** you should complain to the **Advertising Standards Authority on 020 7580 5555**. We will ensure that information given to the media will respect confidentiality. Prior consent will always be sought for any information, references, quotes or photographs.

Policies are in place to protect children and vulnerable clients from harassment or abuse.

Your privacy, dignity and confidentiality will be respected at all times.

You will be addressed by your preferred name or title.

You will be treated with courtesy and consideration at all times.

Where practicable, our services will be accessible to you regardless of disability, culture and ethnicity. Access to our services is protected by our Equal Access Policy

Consultations are carried out by trained staff according to a strict protocol. There are facilities for private and confidential consultation with clinic staff.

You will be given a timely, appropriate and accurate assessment of treatment requirements and our recommendations for that treatment. These assessments will be fully recorded and your comments noted. Should you require a consultation with a staff member of the same sex please ask.

You will be consulted about the planning and delivery of the service; your preferences will be taken into account.

Procedures will be explained so that you understand the implications of any treatment and any options available, allowing the client to give informed consent or refusal.

Laserase Bolton will ensure that treatments are offered according to informed and legitimate consent. Consents are based on Department of Health guidelines. Where a fully informed consent cannot be obtained by reason of incapacity or a failure of understanding, treatment will be withheld in a sensitive manner. Your consent will be sought for any intimate examination and a chaperone offered if required.

Records are created, maintained and stored to standards which meet all legal and regulatory standards to ensure client confidentiality. You do have a right to access your own records. Record copies can also be made available to your representatives, with your written consent, 24 hours notice and payment of a £20.00 administrative charge.

If you complain, you will have supported access to an effective complaints process. The complaints process has been devised to fulfil the requirements of Clinic Disputes Forum.

In the event of a medical emergency the correct intervention will be carried out where necessary by competent and trained staff. The clinic has access to the hospital emergency response team.

This clinic monitors its treatments for safety, efficacy and quality. This is managed through our clinical audit policy.

The clinic has in place procedures to recognise, measure and analyse adverse incidents (the things that might go wrong) for laser treatments and we can provide statistical data on the likelihood of anything going wrong.

All of the above information is available in full through our Client's Guide, a copy of which is kept in the waiting room. If you have any queries, or any comment to make, please contact Mrs Leslie on 01204 570900.