

Review of compliance

<p>Ultralase Limited Ultralase (Reading)</p>	
<p>Region:</p>	<p>South East</p>
<p>Location address:</p>	<p>Havell House 62-66 Queens Road Reading Berkshire RG1 4AZ</p>
<p>Type of service:</p>	<p>Acute services without overnight beds / listed acute services with or without overnight beds</p>
<p>Date of Publication:</p>	<p>April 2012</p>
<p>Overview of the service:</p>	<p>Ultralase (Reading) is an independent healthcare establishment registered to provide laser eye surgery. The premises are situated in central Reading.</p>

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Ultralase (Reading) was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 2 March 2012, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People we spoke with were complimentary about the quality of service they received at Ultralase (Reading). They told us treatment options had been explained in a way that made them easy to understand. They said that they had been able to ask any questions about treatment and these were answered clearly. They told us they had been told what to expect on the day of surgery and what aftercare was needed. People said they had been informed about the risks and benefits of treatment before they made a decision to have surgery and had signed a consent form before treatment was carried out.

What we found about the standards we reviewed and how well Ultralase (Reading) was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People that used the service understood the care, treatment and support available to them. They could ask questions and were told the risks and benefits of treatment.

Overall, we found that Ultralase (Reading) was meeting this essential standard.

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

People received safe, appropriate care and support that met their needs.

Overall, we found that Ultralase (Reading) was meeting this essential standard.

Outcome 07: People should be protected from abuse and staff should respect their human rights

People are protected from abuse or exploitation by trained staff. People's rights are respected and protected.

Overall, we found that Ultralase (Reading) was meeting this essential standard.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

People that used the service received care and treatment from trained, qualified and competent staff who were well supported.

Overall, we found that Ultralase (Reading) was meeting this essential standard.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

The service had systems in place to monitor the quality of its services. There was a process for consulting with people who used services on a regular basis.

Overall, we found that Ultralase (Reading) was meeting this essential standard.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

People told us their experience of attending for laser eye surgery at Ultralase (Reading) had been very positive. They said staff were approachable and kind and had provided sufficient information to make an informed choice about using the service. People commented on the helpfulness of staff. One person said "everyone was kind and informative, I received a fantastic service".

People told us they were seen in private and did not feel rushed by the staff. They told us they could take the time they needed to ask questions and to consider all the options before making a decision about surgery.

Other evidence

We saw the information that was available to patients during our visit and on the location's website. A DVD was available for viewing at home, which provided an explanation about the treatment options available. This included information for people pre and post surgery. The consultation pack included a copy of the statement of purpose, fees and patients' testimonials and a résumé of the experience and qualifications of the surgeons. A book of patients' testimonials was also available in the waiting room.

We looked at records during our visit and these showed there was a clear and comprehensive consultation system in place to inform people about services on offer. People were seen in private, firstly by the personal advisor who took clinical photographs and secondly by the optometrist who provided more detailed information.

We spoke with staff that were able to provide examples of how people were consulted about their treatment options and any possible side effects. There was evidence that people were given the time they needed with staff to ensure they felt confident about proceeding with treatment and fully understood the process. People were provided with information to take away and consider, including a copy of the consent form for surgery. No surgery took place on the day of the initial consultation.

Our judgement

People that used the service understood the care, treatment and support available to them. They could ask questions and were told the risks and benefits of treatment.

Overall, we found that Ultralase (Reading) was meeting this essential standard.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

People confirmed that staff had taken time to explain their treatment options to them. One person said "They made my treatment options easy to understand" and "I was given the opportunity to ask questions".

Other evidence

We saw patient records that clearly identified people's needs and wishes. A full medical history had been taken and the risks of surgery assessed. People had one-to-one meetings in private with the personal advisor, optometrist and surgeon before surgery took place and there were records of these meetings. People had given their written consent to surgery and the surgeon had countersigned the necessary documentation. We saw detailed clinical photographs and assessments and full treatment plans which included the necessary aftercare. Patients were asked to return to the clinic the day after surgery, one week later and a month and six months post surgery to ensure that the necessary healing had taken place. Ultralase (Reading) provided a life time care guarantee to its patients following surgery and there was evidence that further treatment was offered under guarantee to patients if and when necessary.

Staff we spoke with during the inspection showed an awareness of the needs of people that used the service. They told us the service had a policy in place that recognised diversity and staff had received the relevant training in equality and diversity as part of their induction.

The clinic was well equipped and there was equipment in place to deal with medical

emergencies. All staff had received training in first aid and resuscitation and there were records on file of their training.

On the day we inspected the service several patients were undergoing surgery and several were attending for post-surgery follow-up. We spoke with the nurse who was preparing patients for surgery. They told us they had been fully inducted into their job role and had undertaken three months on-the-job formal training. They explained they were responsible for administering anaesthetic eye drops and for ensuring that patients were relaxed and ready for surgery. People were told about the aftercare regime and provided with the necessary medication.

Our judgement

People received safe, appropriate care and support that met their needs.

Overall, we found that Ultralase (Reading) was meeting this essential standard.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

People told us they felt safe and well cared for when they used the service.

Other evidence

We saw that there were policies and procedures in place to help safeguard people from abuse and exploitation. The Registered Manager had knowledge of the multi-agency safeguarding procedures and was aware of what action to take if an allegation was made.

Staff records were seen during the inspection and these showed that references and other necessary checks had been carried out prior to appointment of new staff. Staff had undergone enhanced criminal records bureau checks and the date of the latest check was kept on file.

The service was not provided to people under 18 however, staff had been trained in child and adult protection as occasionally children would accompany their parents to appointments. Staff had received mandatory training in child and adult protection as part of their induction and at regular intervals thereafter and there were records on file of their training.

Our judgement

People are protected from abuse or exploitation by trained staff. People's rights are respected and protected.

Overall, we found that Ultralase (Reading) was meeting this essential standard.

Outcome 14: Supporting staff

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us

People told us they felt that staff at Ultralase (Reading) were courteous and polite. They said "I've no complaints the staff were all very professional" and "I have already recommended the service to my friends".

Other evidence

During our inspection we were shown staff files on-line. They evidenced that the recruitment process was robust and that staff had received a formal induction and other mandatory training to enhance their knowledge and skills. Staff received training in fire awareness, infection control, safeguarding, manual handling, first aid and resuscitation as part of their induction and yearly thereafter.

There was evidence of job specific training for various staff grades. Optometrists attended seminars yearly to up-date their skills and practice. Training was provided in new treatments and procedures. Technicians attended regular laser safety courses and up-dates.

We spoke with staff who told us they received the training and support necessary to provide safe care to patients. They said they were formally supervised at regular intervals by management and appraised twice yearly. They told us they were occasionally observed in interviews with patients to ensure they were following policies and procedures. They confirmed they felt well supported by management and valued in their work role.

Our judgement

People that used the service received care and treatment from trained, qualified and competent staff who were well supported.

Overall, we found that Ultralase (Reading) was meeting this essential standard.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

People told us they were asked about their views about the service and had responded "positively".

Other evidence

The service regularly carried out audits and surveys to monitor the quality of care provided. Questionnaires were completed by patients before and after surgery to identify where improvements in service could be made. The most recent survey dated January to December 2011 showed us that overall 98% people were happy with the service they received pre-operatively and overall 99% were satisfied with their laser treatment and after-care.

The service regularly carried out a range of clinical audits including medication and infection control audits. The results were monitored and action plans were put in place to address deficits. There was a clinical governance meeting quarterly and head office carried out 'mystery shopper' exercises to check the quality of information provided to patients.

There was a process in place for people to raise complaints about the service. We saw the records of complaints for 2011 which showed us that four complaints had been received by the service. The complaints had been thoroughly investigated by management and responded to in writing. All complaints had been flagged to surgeons, the Registered Manager and customer service and were responded to appropriately.

Our judgement

The service had systems in place to monitor the quality of its services. There was a process for consulting with people who used services on a regular basis.

Overall, we found that Ultralase (Reading) was meeting this essential standard.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
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