



**Jersey Care
Commission**

INSPECTION REPORT

**Lido Dermatology and Wellness Clinic
Laser Procedures**

**Suite 2.3, Second Floor
St Saviour
JE2 7LA**

**Inspection Date
30 June 2026**

**Date Published
20 August 2026**

THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014 ('the Law'), all services carrying out any regulated activity must be registered with the Jersey Care Commission ('the Commission').

This inspection was carried out in accordance with Regulation 80 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity and to encourage improvement.

ABOUT THE SERVICE

This is a report of the inspection of Lido Dermatology and Wellness Clinic which has a registered manager also referred to as the Laser Protection Supervisor in accordance with the Jersey Care Commission Standards regarding Class 3B and Class 4 Lasers.

Regulated Activity	Laser Procedures
Conditions of Registration	Age range of persons in receipt of treatment: Age 18 and above Categories of treatments: Skin rejuvenation, removal of micropigmentation, removal of benign pigmented lesions.
Date of inspection	30 June 2026
Time of Inspection	13:00-13:55
Date of Previous Inspection	First inspection

ABOUT THE INSPECTION

Inspection Details

This inspection was announced and notice of the inspection visit was given to the Laser Protection Supervisor (LPS) 21 days before the inspection. This was to ensure that the LPS would be available during the visit.

INSPECTION PROCESS

How the inspection was undertaken

The Standards of Practice for the use of lasers was referenced throughout the inspection.¹

Prior to our inspection visit, all the information held by the Commission about this service was reviewed.

As part of the inspection process, records including evidence of the Core of Knowledge training being completed within the previous five years, treatment records and the Local Rules were reviewed.

At the conclusion of the inspection visit, the Regulation Officer provided feedback to the LPS.

¹ The Laser Standards can be accessed on the Commission's website at <https://carecommission.je>

Client Information

All client information is stored electronically, and any paper-based records completed during the initial stages are confidentially destroyed.

An initial contact form is completed, which includes emergency contact details, and a pre-assessment is undertaken to ensure the client is suitable for the requested treatment.

A comprehensive medical questionnaire is completed at each consultation, detailing any allergies, current medications, and relevant medical history.

Client records demonstrated that informed consent is obtained, evidenced by the client's signed confirmation.

Test patches are carried out two weeks prior to treatment and are appropriately recorded.

Treatment records are maintained using a pre-populated template, ensuring all required information is consistently documented. The electronic system also enables treatment photographs to be uploaded and retained within the client record.

Clients are provided with written pre- and post-treatment instructions. In addition, each client receives a complimentary aftercare pack containing items such as an ice pack and Vaseline. Following laser treatments, Light Emitting Diode (LED) therapy is offered to support and promote the healing process.

Policies and Procedures

The laser service maintains a comprehensive suite of policies, which are reviewed annually. This includes the Data Protection Policy, which specifies that client records must be retained for 11 years.

The complaints procedure is included within the policy file, published on the service's website, and displayed in the reception area. The policy outlines the management of both informal and formal complaints, including the timescales for investigation and response.

Evidence of current public liability insurance was displayed in the reception area, and the service is registered with the Jersey Office of the Information Commissioner.

The service has appointed a Laser Protection Advisor (LPA), who had recently been commissioned to review and update the Local Rules and risk assessments. In addition, the laser treatment protocols have been recently reviewed and updated by an Expert Registered Healthcare Practitioner (ERHP).

Environment Safety

The Regulation Officer found the environment to be clean, tidy, well maintained, and suitable for the provision of laser treatments. The treatment room could be secured from the inside, and a warning sign was available for display outside the door when the laser was in use.

The treatment couch can be effectively cleaned in accordance with infection prevention and control requirements. The room was equipped with gloves, a hand-washing basin, paper towels, hand sanitiser, and a foot-operated clinical waste bin. Although aprons were not routinely worn, spare uniforms were available should contamination of clothing occur.

A serviced fire extinguisher was located immediately outside the treatment room. Measures have been implemented to minimise risks associated with laser use, including the removal of a wall-mounted mirror during treatments and the use of window blinds to cover reflective surfaces.

Equipment Safety

Both laser operators completed their Core of Knowledge training in 2025.

Since registration, the practitioners have undertaken continuing professional development, including practical training towards the Level 4 Diploma in Laser Skin Rejuvenation. One practitioner has also submitted the written assignments required for the qualification.

Both practitioners received device-specific training from the manufacturer during 2026, covering updates to the laser equipment.

The laser key is stored securely in a lockbox within a locked room. Appropriate protective eyewear was available for the laser operator, assistant, and client. Portable Appliance Testing (PAT) had been completed within the previous 12 months.

Communication has taken place with the manufacturer to arrange the annual service of the laser equipment during July 2026. The Registered Manager was asked to provide evidence that the service had been scheduled. It was noted that the manufacturer coordinates servicing visits to the Island to service multiple devices on the same day; therefore, scheduling is largely outside the service's control.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards and best practice.



Jersey Care Commission
1st Floor, Capital House
8 Church Street
Jersey JE2 3NN

Tel: 01534 445801

Website: www.carecommission.je

Enquiries: enquiries@carecommission.je