Jersey Care Commission

INSPECTION REPORT

Laserway Ltd

Laser Procedures

Suite 2.4A Lido Medical Centre

St Saviour's Road

St Helier

JE2 7LA

3 July 2026

Date published

6 July 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 Laserway Limited, which has a Registered Provider/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 (16 – 18 with written parent/guardian consent) Categories of treatments: Photobiomodulation Therapy, Hair Removal, Skin Rejuvenation, Removal of Micropigmentation and Benign Pigmented Lesions
Date of inspection	3 July 2026
Time of Inspection	9am – 9.40am
Date of Previous Inspection	30 September 2025

ABOUT THE INSPECTION

Inspection Details

This inspection was announced and notice of the inspection visit was given to the Registered Provider on 18 May 2026. This was to ensure that they 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, including the previous inspection reports.

As part of the inspection process, records including Local Rules, treatment protocols, risk assessments, and client documentation were viewed.

At the conclusion of the inspection visit, the Regulation Officer provided feedback to the Registered Provider verbally then later by email.

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

Client Information

Clients complete a comprehensive consultation questionnaire detailing their medical history, existing medical conditions, and current medications. Evidence was provided that patch testing is carried out prior to the commencement of treatments where required.

The Regulation Officer reviewed consent forms for each laser treatment offered by the salon. These forms clearly outline the treatment procedure and potential side effects and are signed by clients to confirm that the treatment has been fully explained and that informed consent has been obtained.

Prior to every treatment session, laser practitioners confirm and record that there have been no changes to the client's health status or medication, no sun or sunbed exposure within the previous four weeks, and no use of self-tanning products within the previous three weeks.

All clients are provided with detailed aftercare instructions in leaflet format, which include the salon’s telephone number and email address should any concerns or complications arise following treatment.

The salon's documentation has recently been reviewed and updated in accordance with industry best practice, following consultation with a recognised industry expert.

Policies and Procedures

Robust data protection processes are in place, and the Registered Provider maintains membership with the Jersey Office of the Information Commissioner, demonstrating a commitment to compliance with data protection requirements.

A clear and comprehensive complaints procedure has recently been reviewed and updated. Evidence of this procedure was provided during the inspection.

Public liability insurance remains current and valid, with the certificate prominently displayed within the premises.

The Registered Provider maintains annual contact with an appointed Laser Protection Advisor (LPA), and the Local Rules document has been reviewed and remains up to date.

Treatment protocols, written and authorised by an appropriately qualified Expert Registered Health Professional, are in place and have been kept up to date to reflect current standards and best practice.

Environment Safety

Treatment rooms are fitted with lockable doors to prevent unauthorised access during laser procedures and display the appropriate laser warning signage on entry doors.

All windows within treatment areas are suitably covered to prevent laser exposure risks. There are no significant reflective surfaces present within the treatment rooms other than a mirror, which has been assessed and deemed acceptable by the appointed LPA.

The premises, including all treatment rooms, are maintained to a high standard of cleanliness and meet infection prevention and control requirements. Appropriate cleaning products are used for the effective cleaning and disinfection of the environment, treatment equipment, and treatment couches.

Evidence was provided during the inspection to confirm that fire extinguishers are subject to regular servicing and maintenance in accordance with relevant safety requirements.

Equipment Safety

All laser practitioners have successfully completed Core of Knowledge training, device-specific training, and VTCT accredited qualifications. Staff demonstrate an ongoing commitment to professional development by regularly attending relevant training courses, workshops, and industry conferences to ensure their practice remains aligned with current best practice and technological advancements.

Laser keys are securely stored in a locked drawer when not in use, helping to prevent unauthorised access to laser equipment.

The Regulation Officer was shown the designated laser safety eyewear for each device in use. The eyewear available corresponded with the requirements specified within the Local Rules and was appropriate for the wavelengths of the laser systems operated at the premises.

Evidence was provided to confirm that laser equipment has been serviced within the current year in accordance with manufacturer recommendations. In addition, Portable Appliance Testing (PAT) has been completed for relevant electrical equipment, providing assurance that equipment is maintained in a safe working condition.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an improvement plan is not required.

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.

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