



**Jersey Care
Commission**

INSPECTION REPORT

**The Laser Centre
Laser Procedures**

**Health Point Clinic Suite 2.4B
Lido Medical Centre
St Saviours Road
JE2 7LA**

**Inspection Date
21 July 2026**

**Date Published
7 September 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 The Laser Centre which has a Registered Provider/Manager also referred to as the Laser Protection Supervisor (LPS) 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 and 16-18 with written parent/guardian consent Categories of treatments: Hair removal, tattoo removal, skin rejuvenation
Date of inspection	21 July 2026
Time of Inspection	13:00-13:48
Date of Previous Inspection	17 November 2025

ABOUT THE INSPECTION

Inspection Details

This inspection was announced, and the Registered Manager was notified of the inspection visit 62 days in advance. This extended notice period was provided because the Registered Manager was unable to accommodate the initially proposed inspection date. The revised arrangements ensured that the Registered Manager 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 report.

As part of the inspection process, records including the Local Rules, Laser Risk Assessments, training and public liability insurance certificates and Standards of Practice were referred to.

At the conclusion of the inspection visit, the Regulation Officer provided feedback to the Registered Manager / Provider and followed up on the identified area for improvement by email, on the day of inspection.

Where areas for improvement have been identified, these are described in the report, and an improvement plan is attached at the end of the report.

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

Client Information

As part of the inspection process, one client treatment record was reviewed. The client was returning for treatment following a break from laser procedures. The Regulation Officer was unable to determine whether the existing client information form had been updated to reflect current personal details and medical history. The Laser Protection Supervisor (LPS) advised that clients are asked verbally whether any of their information has changed and, where no amendments are required, the existing form is retained and used to record subsequent treatments. It was recommended that a new client information form be completed following a significant break in treatment, or alternatively that the existing form be re-signed and dated to confirm that the information has been reviewed and remains accurate.

The client information form did not include details of the individual's next of kin. It was recommended that this information be recorded to ensure relevant contact details are readily available if required.

The Regulation Officer found the treatment records to be comprehensive and noted that written consent had been obtained. There was also evidence that a test patch had been completed before treatment commenced. Written aftercare advice was provided to support clients following their treatment.

Policies and Procedures

The Regulation Officer was satisfied that client records were stored securely. The business is registered with the Jersey Office of the Information Commissioner, and the Regulation Officer was informed that records are retained for seven years following the completion of treatment.

The service has received no complaints and reported no accidents since the last inspection and there is a process in place to manage and respond to any complaints received.

The Expert Registered Health Professional has provided written treatment protocols, and the Laser Protection Advisor has reviewed and updated the Local Rules.

The Local Rules state that a fault log should be maintained, either as a standalone record or within the treatment register. It was noted that the laser machine was non-operational for a six-month period following the last inspection while four lenses were being replaced. However, there was no documented record of this fault, as a fault log had not been maintained.

The LPS was asked to comply with the Local Rules by establishing a fault log, either through the purchase of a dedicated logbook or by using the designated section within the treatment register, with immediate effect.

The public liability insurance certificate is displayed.

Environment Safety

The clinic room could be secured from the inside, supporting clients' privacy, dignity, and confidentiality, with a warning sign displayed externally to indicate when laser treatment was in progress. The room was clean, tidy, and well maintained, with cleaning products and appropriate personal protective equipment readily available. Reflective surfaces could be covered when required to support the safe use of the laser, and a new fire extinguisher was located immediately outside the clinic reception door.

Equipment Safety

The LPS Core of Knowledge training was up to date and valid until next year, with the training certificate available within the clinic room. The LPS had also undertaken continuing professional development through online training provided by the laser manufacturer, covering topics including:

- The secret to long-lasting laser hair removal results
- Why green and blue tattoo removal is still a challenge
- Why hair removal has suddenly become a painless treatment.

The laser risk assessments have been reviewed by the Laser Protection Advisor in July 2026, and the laser machine serviced since the last inspection. As the manufacturer had not introduced any updates to the equipment, no additional manufacturer-led training was required.

Portable Appliance Testing (PAT) had been completed for the relevant equipment.

The laser key is stored securely, and appropriate protective eyewear was available for both clients and the LPS for the range of treatments provided.

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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