Jersey Care Commission

INSPECTION REPORT

Daniel Thomas Osteopathy
Laser Procedures

1st Floor, New Era Health Centre
Victoria Road
St Clement
JE2 6QG

Inspection Date
25 June 2026

Date Published
6 October 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 Daniel Thomas Osteopathy which has a Registered Provider/Manager also referred to as the Laser Protection Supervisor (LPS). The inspection was carried out in accordance with the Jersey Care Commission Laser Standards regarding Class 3B and Class 4 Lasers.

Regulated Activity	Laser Procedures
Conditions of Registration	Categories of treatments: Photobiomodulation therapy. Age range of persons in receipt of treatment: 18 and above
Date of inspection	25 June 2026
Time of Inspection	15:00 – 16:00
Date of Previous Inspection	06 June 2025

ABOUT THE INSPECTION

Inspection Details

This inspection was announced and notice of the inspection visit was given to the Registered Manager on 20 May 2026. This was to ensure that the Registered Manager would be available during the visit and did not have any pre booked clients for that period.

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, audit report of the use of the laser, and laser risk assessment were reviewed,

At the conclusion of the inspection visit, the Regulation Officer provided feedback to the LPS and followed up by email on 16 July 2026.

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] All Care Standards can be accessed on the Commission's website at https://carecommission.je/

Client Information

The service has established processes to ensure clients receive appropriate information before, during, and after treatment.

A detailed medical questionnaire is completed as part of the client assessment process. This questionnaire captures relevant medical history, medications, health conditions, and potential contraindications, supporting informed treatment decisions and client safety.

Informed consent is obtained prior to treatment. Individualised aftercare advice is provided to clients following treatment. Additional aftercare information is made available through the service's website, allowing clients to access guidance following their appointment.

The service operates a clear complaints procedure which is published on its website.

At the time of inspection, emergency contact details were not routinely recorded within client records. The LPS acknowledged this omission and advised that a process would be introduced to ensure emergency contact information is collected and maintained for all clients in future.

Policies and Procedures

Appropriate policies and governance arrangements were in place to support the delivery of laser treatments. The service maintains an agreement with a certified Laser Protection Advisor (LPA), who provides oversight of safety standards and risk assessments. The service is also supported by an Expert Registered Health Professional (ERHP).

The service has recently transitioned from a paper-based record system to an electronic records management system.

The LPS advised that the new system provides a more efficient and effective method of recording, storing, and managing client information. The service is registered with the Jersey Office of the Information Commissioner.

The public liability insurance was reviewed and noted to be appropriate and current.

The service produced the Local Rules governing the use of laser equipment which are up to date. The LPS Core Knowledge training is in date, and the service is aware that refresher training will be required in 2027.

The LPS demonstrated a commitment to continuing professional development and had attended webinar training on dosimetry in June.

Environment Safety

The treatment environment was assessed to determine whether it provided a safe setting for laser procedures. The treatment room was clean, tidy, and appropriately maintained. And the door to the treatment room can be locked from the inside, preventing unauthorised access whilst laser treatments are being undertaken.

The appropriate laser warning signage was displayed. The mirror (a reflective surface) within the treatment room, had a blind above it which is used to cover it during laser procedures to minimise the risk of unintended laser reflection.

Hand-washing facilities are in the treatment room. Gloves, aprons, and cleaning products were available and appropriately stored. General housekeeping and infection prevention arrangements were found to be satisfactory. No environmental safety concerns were identified during the inspection.

Equipment Safety

The Regulation Officer reviewed the arrangements in place for the management and safe operation of laser equipment.

Laser equipment had been serviced in accordance with the manufacturer's recommendations. Portable Appliance Testing (PAT) had been completed and records were available.

Appropriate protective eyewear for both practitioners and clients was available and suitable for laser use. The laser key is securely stored in a safe box when the equipment was not in use, preventing unauthorised operation of the device.

The LPS demonstrated knowledge of the safety arrangements associated with the operation of the laser equipment. No equipment safety concerns were identified during the inspection.

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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