Jersey Care Commission

INSPECTION REPORT

Glow Aesthetics
Laser Procedures

2/3 Red Houses
La Route des Genets
St Brelade
JE3 8DA

Inspection Date
13 August 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 Glow Aesthetics 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 Categories of treatments: Hair removal, skin rejuvenation.
Date of inspection	13 August 2026
Time of Inspection	11:00
Date of Previous Inspection	17 July 2025

ABOUT THE INSPECTION

Inspection Details

This inspection was announced and notice of the inspection visit was given to the Laser Inspection Supervisor (LPS) on 20 May 2026. This was to ensure that the LPS would be available during the visit and did not have any pre booked appointments. Due to unforeseen circumstances the original date and time of the inspection had to be postponed and rescheduled.

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 for both laser machines, insurance documentation and the certificate of electrical appliance testing were viewed.

At the conclusion of the inspection visit, the Regulation Officer provided feedback to the LPS and followed up by email on 17/08/2026.

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

Client Information

The inspection found that the service had established processes to assess the suitability of clients before treatment.

Client consultation records included information about:

- The type of laser treatment being requested.
- Lifestyle factors and relevant medical history.
- Current medications.
- Any major medical treatment or photodynamic therapy undertaken within the previous six months.
- Information relating to the area being treated.
- The presence of moles, birthmarks, tattoos, dermal fillers, Botox, or other factors that could affect treatment.
- Existing skin disorders and skin type assessment.
- Informed consent, including client signatures.

Skin patch testing was undertaken during the consultation process where required to assess suitability for treatment and reduce the risk of adverse reactions.

Treatment records were maintained following each treatment session and provided a record of the treatment delivered. Clients were also provided with aftercare advice both verbally and through written information leaflets.

The Regulation Officer noted that emergency contact details were not routinely collected before treatment commenced. This matter was discussed with the Laser Protection Supervisor, who acknowledged the benefit of obtaining this information and agreed to introduce this practice.

Policies and Procedures

The service is registered with the Jersey Office of the Information Commissioner and demonstrated awareness of data protection responsibilities.

However, the service did not have a written data protection procedure describing how personal information is stored, managed, retained, and disposed of. Introducing a formal procedure would provide greater assurance regarding the management of confidential information.

The Regulation Officer also discussed how clients raise concerns or complaints. The Laser Protection Supervisor advised that clients are invited to provide feedback through an electronic feedback form generated by the booking system following treatment. While this offered an opportunity for clients to comment on their experience, the service did not have a formal complaints procedure and the Regulation Officer advised that it would be of value to develop and implement a complaints procedure which explains how concerns and complaints can be raised, investigated, and responded to.

The service held valid public liability insurance valid until January 2027.

The LPS has appointed both a Laser Protection Adviser (LPA) and an Expert Registered Health Professional (ERHP) to provide specialist advice and support regarding laser safety and clinical practice. Local Rules for the laser systems were available and had been reviewed within the required timescales.

Environment Safety

The treatment room was observed to be clean, tidy, and suitable for the provision of laser treatments.

The room can be secured from the inside and appropriate laser warning signage was displayed outside the treatment area. The treatment couch was constructed from materials that could be effectively cleaned between clients.

Appropriate cleaning products were available, and handwashing facilities were provided within the treatment room with gloves and aprons accessible if required.

A mirror located within the treatment room had a blind fitted, which is used to cover the reflective surface during laser treatments, reducing the risk associated with reflected laser beams.

Fire safety equipment had been serviced during February of the current year.

Equipment Safety

The inspection found that arrangements were in place to support the safe operation of laser equipment.

Both authorised laser users had completed recognised Core of Knowledge training. One authorised user is due to undertake refresher training next year. The Regulation Officer was advised that staff also receive manufacturer updates relating to the laser systems used within the service.

The laser systems were last serviced in September 2023. During discussions regarding servicing arrangements, the Laser Protection Supervisor advised that the equipment is used infrequently, and the Regulation Officer viewed written confirmation from the manufacturer that servicing requirements are dependent upon usage levels.

The manufacturer advised that warning indicators would alert users when flashlamps and laser handpieces are nearing the end of their recommended service life.

The Regulation Officer reviewed laser safety eyewear provided for operators and clients and found suitable equipment to be available.

Laser keys were stored securely in a separate locked room when the laser systems were not in use.

The LPS also supplied evidence of Portable Appliance Testing (PAT), which had been completed in July 2026.

The Regulation Officer advised the LPS to continue to monitor manufacturer guidance regarding servicing requirements and maintain records demonstrating that equipment remains safe and suitable for use.

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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