Jersey Care Commission

INSPECTION REPORT

Aesthetic Laser Clinic
Laser Procedures

2nd Floor, Indigo House
2-8 Oxford Road
St Helier
JE2 4LI

Inspection Date
18th August 2026

Date Published
21st 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 Aesthetic Laser Clinic 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: tattoo removal, Skin rejuvenation
Date of inspection	18th August 2026
Time of Inspection	14:00-15:00
Date of Previous Inspection	2nd June 2025

ABOUT THE INSPECTION

Inspection Details

This inspection was announced and notice of the inspection visit was given to the Registered Manager 70 days in advance of the inspection. This was to ensure that the Registered Manager would be available during the visit. The 70-day time frame was due to the Registered Manager being unavailable for the inspection dates proposed in June and July.

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 Local Rules, after care advice, and client documentation were viewed.

At the conclusion of the inspection visit, the Regulation Officer provided feedback to the Registered Manager and followed up with an 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 that records their medical history, existing health conditions, and any current medications. Evidence demonstrated that patch testing is undertaken before treatment commences.

Signed and dated consent forms were in place for clients receiving laser treatments.

Clients are also provided with detailed aftercare information, which includes the Registered Manager's contact details should they have any concerns or experience complications following treatment.

Policies and Procedures

Data protection processes were in place, and the Registered Manager maintained membership with the Jersey Office of the Information Commissioner, demonstrating a commitment to meeting data protection requirements.

The Registered Manager reported that no complaints had been received from clients. They described the informal process that would be followed should a concern be raised. During the inspection, the Regulation Officer discussed the need to consider arrangements for managing more formal complaints and to ensure clients are made aware of the Jersey Care Commission's role should they remain dissatisfied with the outcome of a complaint.

The Registered Manager understood that the appointment of a Laser Protection Advisor (LPA) and the review of the Local Rules were required on a biennial basis. The Regulation Officer requested that the LPA be contacted to arrange a review of the Local Rules and to confirm ongoing professional support arrangements. The review was also requested to include a remote site visit, considering alterations made to the treatment room that had been identified by the LPA previously.

Written confirmation was received two days after the inspection that an online meeting with the Laser Protection Advisor (LPA) had been arranged for the following week.

The meeting is to include a review of the Local Rules, and the reappointment of the Expert Registered Health Professional (ERHP). The ERHP will also support a review of the treatment protocols to ensure they remain aligned with current standards and best practice. The Regulation Officer requested a copy of the updated Local Rules following the review, confirming the details of the appointed LPA and ERHP.

The Regulation Officer was informed that tattoo removal treatments were no longer being provided. Following the inspection, formal notification of this change was received by the Commission, and tattoo removal has subsequently been removed from the categories of care provided by the service.

Environment Safety

The treatment room was fitted with an internal locking system to prevent unauthorised access during laser procedures. Clear warning signage was displayed on the door to indicate when laser equipment was in use. Measures were in place to minimise the risk of laser exposure, including a window blind and a covered mirror within the treatment room.

The treatment room was maintained to a high standard of cleanliness. Appropriate cleaning and disinfection products were available and used for the environment, laser equipment, and treatment couch. During the inspection, the Regulation Officer recommended that the existing waste bin be replaced with a foot-operated pedal bin to further support infection prevention and control practices.

A suitable fire extinguisher was located outside the treatment room and was subject to regular servicing and maintenance in line with relevant safety requirements.

Equipment Safety

The Registered Manager successfully completed the Core of Knowledge training in 2024 and demonstrated an ongoing commitment to professional development. This included maintaining a subscription to the *Aesthetics Journal* and attending additional training courses relevant to aesthetic practice.

Arrangements are in place to ensure the safe and secure use of laser equipment. The key required to operate the laser machine was stored securely within the locked treatment room, preventing unauthorised access. The Regulation Officer was also shown the designated laser safety eyewear available for use during treatments.

Evidence was provided to confirm the laser equipment had been serviced within the current year and a part replaced that had resulted in the laser machine being non-operational for some time this year. In addition, Portable Appliance Testing (PAT) had been completed for relevant electrical equipment, providing assurance that equipment was 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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