

Key to Standards:

0 = not inspected

1 = Standard not met (major shortfalls)

2 = Standard almost met (minor shortfalls)

3 = Standard met (no shortfalls)

4 = Standard exceeded (Commendable)

standard	contents	2002	2003	2004	
C1	Information	4	4	4	
C2	Quality	3	4	4	
C3	Clinical management		4	4	
C4	Monitoring quality	3	4	4	
C5	Not applicable				
C6	Client survey	3	4	4	
C7	Policies and Procedures	4	4	4	0
C8	Management	4	4	4	0
C9	Human Resources	3	3	3	
C10	Practising Privileges		2	3	
C11	Codes of Conduct	3	3	3	
C12	Blood borne viruses	3	3	3	
C13	Child Protection	1	4	4	0
C14	Complaints	4	4	4	
C15	Complaints access	2	4	4	
C16	Whistleblowing	3	3	3	
C17	Maintenance	3	4	4	
C18	Equipment maintenance	3	4	4	
C19	Not applicable				
C20	Risk Management	2	3	3	
C21	Health and safety advice	2	3	3	
C22	Medicines handling	3	3	3	0
C23	Medicines recording	3	3	3	0
C24	Not applicable				
C25	Infection control	4	4	4	0
C26	De-contamination	3	3	3	
C27	Resuscitation	3	3	3	
C28	Contracting with suppliers	2	3	4	0
C29	Records management	3	3	3	
C30	Note-keeping	4	3	4	
C31	Information management	3	3	3	0
C32	Research	3	3	3	
P1	Treatment protocols	2	3	3	
P2	Laser/IPL training	4	4	4	
P3	Controlled areas	3	3	3	
Score		90	108	112	
Score at level 4 (exceeds the Standards)		120	128	128	
Score at level 3 (meets the Standards)		96	96	96	
Number of Standards measured		30	32	32	
Average score		3.00	3.38	3.50	

Note: where a Standard was not measured (0 on the record), the previous year's measure has been used.