

## Press Release: Commitment to Client Safety and Service Improvement

**From: Sandra Green, Managing Director, Elements Medical Ltd.**

In response to the recent Care Quality Commission (CQC) report, I want to directly address the concerns raised and reaffirm our unwavering commitment to client safety, transparency, and continuous improvement.

### Acknowledging the Findings

I would first like to acknowledge the gravity of the findings highlighted in the CQC report and take full responsibility for the shortcomings identified. The feedback has been both sobering and instructive, and I deeply regret any distress caused to our clients and team members. This experience has reinforced our commitment to leading with integrity and prioritising safety above all else.

### Improvements Already Taken

Since the inspection, we have taken decisive and proactive steps to address the concerns raised. These include:

- **Enhanced Governance:** We have implemented a restructured management system, including dedicated compliance officers and regular internal audits, to ensure robust oversight at all levels.
- **Comprehensive Staff Training:** A new external training platform has been implemented, ensuring all team members meet the mandatory and statutory training standards required for their roles. Recruitment processes have also been strengthened to ensure we hire staff of the highest calibre.
- **Safety Protocols:** Fire safety measures, medicines management, and infection control practices have been completely overhauled. This includes routine emergency equipment checks and stringent waste management protocols.
- **Client-Focused Care:** Clear policies on consent, safeguarding, and risk management have been introduced to ensure that our clients are fully informed and involved in their care decisions.
- **Open Culture:** Whilst we are not able to access the same resources as NHS facilities, we have introduced our own "Freedom to Speak Up" initiative, to empower staff to raise concerns without fear. Feedback mechanisms for clients and staff are now in place to drive continuous improvement.

### Reassuring Our Clients

We want to reassure our clients that we are fully committed to providing safe, effective, and high-quality care. Our focus remains on safeguarding their trust while delivering the professional service they expect and deserve.

### **Collaboration with the CQC**

We welcome ongoing monitoring and collaboration with the CQC as we continue on this improvement journey. Their guidance is integral to ensuring the changes we are implementing are both meaningful and sustainable.

### **Looking Ahead**

This is an opportunity for reflection, growth, and transformation. We are determined to rebuild trust with our clients and emerge stronger from this experience. The changes we are making will ensure that Elements Medical continues to be a leader in safe and ethical aesthetic care.

### **A Personal Note**

To those who feel let down, I extend my deepest apologies. I remain steadfast in my commitment to lead a clinic where safety, quality, and trust are non-negotiable.

Thank you for your understanding and ongoing support as we implement these vital changes.

### **Sandra Green**

Managing Director  
Elements Medical Ltd.