

Statement Regarding CCTV Installation in Clinical Rooms

At Elements Medical Ltd, we prioritise client safety, privacy, and the security of our premises. During a recent Care Quality Commission (CQC) inspection, it was noted that CCTV cameras were operational in two clinical rooms. We would like to provide clarity on this matter and outline the actions we have taken to address the concerns raised.

Purpose of CCTV Installation

The CCTV cameras in Room 1 (adjacent to the main entrance) and Room 2 (next to the first-floor toilet) were installed to address incidents of theft, which posed risks to the safety and security of our staff and property. The cameras were intended solely to deter theft and monitor unattended access to clinical rooms, and the cupboards where supplies are stored.

Positioning and Scope

The cameras were positioned to focus on these cupboards and did not actively monitor or observe any treatments. While treatment couches were partially visible from a side and slightly rear angle, only facial treatments were conducted in these rooms, and at no time were any intimate procedures ever performed in these spaces.

Privacy and Signage

Signage indicating CCTV surveillance was displayed at the rear of the building, and a sign at the front, temporarily removed during our recent refurbishment, has now been reinstated to ensure full compliance and transparency.

Compliance and Review

To prioritise privacy and address concerns, the cameras in these two rooms was disconnected on 9th October 2024 and are no longer operational. Alternative security measures are being assessed, and will be implemented to maintain safety without compromising privacy.

We sincerely apologise for any distress or concerns caused by this matter, and would like to assure our clients, that the CCTV feed has never been accessible to any external companies. At Elements Medical Ltd, we remain fully committed to providing a safe, respectful, and dignified environment for all clients, staff, and visitors