

Action Plan

Service Name:	Yvonne's Platinum Aesthetics
Service Number:	01022
Service Provider:	Yvonne Coghill
Address:	Scarmclate House, Oldhall, Watten, Wick, KW1 5XL
Date Inspection Concluded:	29 February 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must develop effective systems that demonstrate the proactive management of risk to patients and staff (see page 18). Timescale – by 12 May 2024</p>	<p>Risk assessment book commenced and will be completed daily/weekly/monthly. If there is any injury etc to a client, to be recorded in accident book. Separate hand wash on sink – in place Ensure no risk slips, trips and falls- daily Single use equipment Privacy blind in place Drive salted in icy or snowy weather Review date added onto policies New fire alarms installed Recommended training completed on Turas such as CPR training, fire and safety, moving and handling, Infection control, PPE, hand hygiene, medication management to name but a few</p>	10 th April	Yvonne Coghill

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<p>Requirement 2: The provider must arrange for a suitably competent person to carry out a fixed electrical installation check on the premises and ensure that the electrical installation is continually and appropriately maintained in line with relevant legislation (see page 18). Timescale – by 12 May 2024</p>	<p>Electrician has been in and PAT tested electrical equipment. This will be completed on a yearly basis EICS certificate every 5 years</p>	<p>10th April 2024</p>	<p>Yvonne Coghill</p>
<p>Requirement 3: The provider must document patients' next of kin or emergency contact in the patient care record. If the patient refused to provide the information, this should be documented (see page 22). Timescale – by 12 May 2024</p>	<p>A new document has been printed in a section to document patients' next of kin</p>	<p>10th April</p>	<p>Yvonne Coghill</p>
<p>Requirement 4: The provider must ensure that patient care records set out how patients' health, safety and welfare needs will be met. As a minimum, this must include the outcome of that consultation or examination (see page 23). Timescale – by 12 May 2024</p>	<p>A new consultation form has been completed and printed. As well as name of next of kin and consent to share information a new section has been added for a more in-depth treatment plan. This is already in use and a more detailed plan recorded. What outcome is the client wanting. Expectations and outcomes. Recording best filler for the client e.g.</p>	<p>10th April</p>	<p>Yvonne Coghill</p>
<p>Recommendation a: The service should develop and implement a process for measuring, recording, reviewing and sharing its vision, purpose, aims and objectives (see page 13).</p>	<p>Provide person focused service within scope of professional practice. Review aims and objectives on an annual basis. Objectives will be measurable such as face to face consult, pricing e.g.</p>		
<p>Recommendation b: The service should develop a participation policy that includes a structured approach to gathering and analysing patient feedback</p>	<p>A participation policy will be completed to ensure that all clients are involved in decisions about the quality of the treatment provided by the service provider.</p>	<p>10th April</p>	<p>Yvonne Coghill</p>

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<p>to drive improvements in the service and demonstrating the impact of change from the improvements made (see page 15). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19 This was previously identified as a recommendation in the October 2019 inspection report for Yvonne's Platinum Aesthetics.</p>	<p>The provider will carry out a patient questionnaire once a year. Questionnaire compiled and commenced already using the 9 point scale (1 being very poor, and 9 being excellent) After collating data, complaints and suggestions will be posted online for clients to see.</p>		
<p>Recommendation c: The service should develop a programme of regular audits to cover key aspects of care and treatment. Audits should be documented and action plans implemented (see page 19). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19 This was previously identified as a recommendation in the October 2019 inspection report for Yvonne's Platinum Aesthetics.</p>	<p>The service provider will begin by identifying the key areas that can have a significant impact on the service. Clear and concise objectives will be formulated that are specific, measurable, achievable, and relevant to the service provided.</p> <p>Audit Infection control e.g. Medication management Patient care records</p>	10 th April	Yvonne Coghill
<p>Recommendation d: The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement (see page 19). Health and</p>	<p>Complete training on Turas. Document any training attended Attend courses to improve service provided New fire alarms installed Pavement and driveway gritted when appropriate</p>	10 th April	Yvonne Coghill

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<p>Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19 This was previously identified as a recommendation in the October 2019 inspection report for Yvonne's Platinum Aesthetics.</p>	<p>A quality improvement plan will be developed. Benefits of a plan with help to improve standards. The service provider will identify areas to improve and implement these identified areas.</p> <p>Undertaking audits e.g. Ensuring that clients requirements are managed in a customised patient care plan.</p>		
<p>Recommendation e: The service should develop and document a formal business contingency plan that sets out the arrangements for continuity of care for patients, in the event of the service closing for any reason (see page 19).</p>	<p>The service provider has contacted another practicing aesthetician. Had a face to face that and arrangements have been made for a contingency plan in the event of the service closing for any reason</p>	10 th April	Yvonne Coghill
<p>Recommendation f: The service should obtain contain consent from the patient for the sharing of information with their GP and other medical staff in an emergency, if required in the patient care record. If the patient refuses, this should be documented (see page 23).</p>	<p>A new consultation form has been completed including consent from the patient for the sharing of information with their GP and other medical staff in an emergency. The provider is already using this form</p>	10 th April	Yvonne Coghill
<p>Recommendation g: The service should comply with national guidance to make sure that the appropriate cleaning products are used for the cleaning of all sanitary fittings, including clinical wash hand basins (see page 23)</p>	<p>The service provider has purchased recommended chlorine disinfection tablets (1000 parts per million) Use of this effective immediately</p>	10 th April	Yvonne Coghill

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Recommendation h: The service should develop checklists to record the regular cleaning of the clinic and checking of medication (see page 23)	New books purchased to record :- Drug check list once a month Accident book:- to record any event if needed Cleaning book :- to record regular cleaning of clinic	10 th April	Yvonne Coghill
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Name	<input type="text"/>		
Designation	Sole Trader		
Signature	<input type="text"/>	<input type="text"/>	

Guidance on completing the action plan.

- **Action Planned:** This must be a relevant to the requirement or recommendation. It must be measurable and focussed with a well-defined description of how the requirement/recommendation will be (or has been) met. Including the tasks and steps required.
- **Timescales:** for some requirements the timescale for completion is immediate. If you identify a requirement/recommendation timescale that you feel needs to be extended, include the reason why.
- Please do not name individuals or an easily identifiable person in this document. Use Job Titles.
- If you have any questions about your inspection, the requirements/recommendations or how to complete this action plan, please contact the lead inspector.

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