

Action Plan

Service Name:	Elanic
Service Number:	00246
Service Provider:	Elanic Ltd
Address:	132 Bath Street, Glasgow, G2 2EN
Date Inspection Concluded:	20 March 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Recommendation a: The service should share its vision and purpose statement with staff and patients (see page 11).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19</p>	<p>At meeting scheduled for the 10th of June with the entire staff, the agenda includes sharing the mission and purpose statement.</p> <p>Plans to incorporate our vision and purpose into our email correspondence with our patients.</p>	10 th of June	Kristian Campbell
		20 th June	Mark Burrell

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<p>Recommendation b: The service should ensure that the complaints information for patients is accessible (see page 18).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.20</p>	<p>Contacted website management team to add Complaints section to the website with the Elanic Policy.</p>	<p>6th June 2024</p>	<p>Ashleigh Jolly</p>
<p>Recommendation c: The service should complete and submit a self-evaluation when requested by Healthcare Improvement Scotland (see page 22).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19</p>	<p>Reminders set for prior to self-evaluation submission date. Completed.</p>	<p>29th May 2024</p>	<p>Ashleigh Jolly</p>
<p>Recommendation d: The service should have an induction programme for all new staff, including those working under practicing privileges (see page 22).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the people who support and care for me. Statement 3.14</p>	<p>Induction already in place for new employees.</p> <p>Updated Induction process being implemented for all practitioners with PP's.</p>	<p>1st July 2024</p>	<p>Mark Burrell</p>

<p>Recommendation e: The service should review the pre-employment procedure and the information requested for those granted practicing privileges in line with the Scottish Government's Safer Recruitment through Better Recruitment guidance (2016) (see page 22).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.24</p>	<p>Practitioners with PP's have been with Elanic for several years. All new Practitioners requesting PP's follow the PP process, ensuring all pre-employment requirements are met. Completed</p>	<p>29th May 2024.</p>	<p>Mark Burrell</p>
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Name	Ashleigh Jolly	
Designation	Clinic Manager	
Signature		
Date	29/05/24	

Guidance on completing the action plan.

AJolly

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- **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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