

Action Plan

Service Name:	Cavendish Clinic (John Lewis)
Service Number:	01934
Service Provider:	SAIA Aesthetics Limited
Address:	Leith Street, Edinburgh, EH1 3SP
Date Inspection Concluded:	7 August 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must ensure that when products are not used according to the Summary of Product Characteristics that good medicine governance processes are in place, including obtaining informed patient consent (see page 23).</p> <p>Timescale – immediate</p> <p><i>Regulation 3(d)(iv)</i></p> <p><i>The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>Already changed on consent form for using off license product with Botox. This is to provide a better pain relief for client. Consent states as follows:</p> <p>Please note that for your Botox treatment, we will be using an off-license saline solution for dilution. This is a standard practice, and while the saline is not specifically licensed for Botox, it is commonly used and considered safe. By signing this form, you acknowledge that you have been informed of this and consent to its use as part of your treatment.</p> <p>Each patient will be reviewed and Botox prescribed thereafter will have individual person's name on it, not a member of staff in line with Medicine Managements Policy.</p>	Complete	Clinic manager and Cavendish
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<p>Recommendation a: The service should ensure a system is in place to make sure its identified aims and objectives are being met (see page 12).</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>New Employee onboarding actioned since inspection date. Employees are required to attend Cavendish Clinic Head quarters (London) for onboarding and full company overview including protocols, services and practices</p>	<p>Immediiate</p>	<p>Commercial Director / Managing Director/Training Manager</p>
<p>Recommendation b: The service should consider how it ensures that the aims, objectives and purpose are service specific (see page 12).</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>Training Manager to liaise with Clinic Teams to ensure that the companies protocols and service specifics are met</p>	<p>1-8 weeks</p>	<p>Training Manager</p>
<p>Recommendation c: The service should inform patients when changes or improvements are made based on patient feedback (see page 16).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the</p>	<p>A you said we did poster has been made to display in the clinic waiting area with examples of online feedback and staff feedback with improvement actions.</p>	<p>Complete</p>	<p>Clinic Manager</p>

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<p>organisation providing my care and support. Statement 4.19.</p>			
<p>Recommendation d: The service should ensure that all policies reflect Scottish legislation and best practice guidance (see page 19).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.11.</p>	<p>This will be actioned and added to our website where needed and also on display. To be included in policy folders.</p>	<p>2-4 weeks</p>	<p>Clinic manager and Cavendish</p>
<p>Recommendation e: The service should implement a planned review process for its policies and procedures, to ensure that current legislation and best practice is always being followed (see page 19).</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>Head office mainframe folder is up to date on this. Clinic folder will be refreshed and updated where needed and all staff updated.</p>	<p>2-4 weeks</p>	<p>Clinic Manager</p>
<p>Recommendation f: The service should develop, implement and maintain a risk register to ensure effective oversight of how the service is delivered (see page 20).</p>	<p>Clinic will have its own risk assessment for the clinic alone and kept in the clinic and not just included as part of the overall John Lewis service in Edinburgh.</p>	<p>Complete</p>	<p>Clinic manager</p>

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<p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.11.</p>			
<p>Recommendation g: The service should develop a more detailed programme of regular audits to cover key aspects of care and treatment. Audits must be documented, and improvement action plans implemented (see page 20).</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>Although we are currently managing these areas we will put in place a digital audit control for infection prevention, medicine management, Clinic environment and waste management.</p> <p>Frequency: Daily, Weekly, Monthly and Annually.</p>	<p>4 Weeks</p>	<p>Cavendish Head office/Operations Team</p>
<p>Recommendation h: The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement (see page 20).</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>Clinic Manager and Head Office are formalising a quality improvement plan to record measures and improvements.</p>	<p>4 weeks</p>	<p>Clinic Manager / Head Office</p>

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<p>Recommendation i: The service should record patient consent for sharing 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>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 2.14</p>	<p>Currently being changed on booking system. This has been put forward as urgent.</p>	<p>1-2 weeks</p>	<p>Cavendish Head office and software developer.</p>
<p>Recommendation j: The service should ensure botulinum toxin is stored in line with current best practice guidelines for storage of prescription-only medication and update its medicines management policy to accurately reflect the processes in place (see page 23).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.11</p>	<p>This is stored in a medical locked fridge where temperature checks are in place and a digital Botox stock sheet contains the stock take. There is also a paper recording book where the doctor records the units used. The Doctor writes their initials on the bottle and date opened.</p>	<p>Complete</p>	<p>Clinic Manager and Clinic Doctor</p>
<p>Recommendation k: The service should ensure staffs' Core of Knowledge training is up to date and current when delivering intense pulsed light therapy (IPL) skin treatments to patients (see page 23).</p>	<p>A review of all staff training will be undertaken with new manager in place.</p>	<p>2-6 weeks</p>	<p>Clinic Manager</p>

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Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 3.14			
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Name	Ben Davies		
Designation	Managing Director		
Signature		Date <table border="1" data-bbox="1375 699 1733 778"> <tr> <td>11th November 2024</td> </tr> </table>	11th November 2024
11th November 2024			

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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