

## Action Plan

Service Name:	E.R. Aesthetics
Service Number:	02301
Service Provider:	Eilidh Ramsay
Address:	207 St John's Road, Edinburgh, EH12 7SL
Date Inspection Concluded:	25 September 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Requirement 1:</b> The provider must further develop and follow its practicing privileges policy and have practice privileges contracts that describe the governance procedures in place to ensure safe delivery of care with individual responsibility and accountability clearly identified and agreed (see page 12).</p> <p>Timescale – immediate</p> <p><i>Regulation 12(d) The Healthcare Improvement Scotland (Requirements as</i></p>	Practicing privileges contract being put in place for between aesthetic practitioner and prescriber.	10/12/2024	Aesthetic Practitioner

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<p><i>to Independent Health Care Services) Regulations 2011</i></p>			
<p><b>Requirement 2:</b> The provider must ensure that all staff working in the service have personal development plans and receive regular individual performance reviews and appraisals (see page 16).</p> <p>Timescale – by 17 December 2024</p> <p><i>Regulation 12(c)(i) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>PDP been developed for staff member, arranged to meet early December to go over PDP and carry out appraisal.</p>	<p>10/12/24</p>	<p>Aesthetic Practitioner</p>
<p><b>Requirement 3:</b> The provider must develop and maintain an effective system to demonstrate the proactive management of risks to patients and staff (see page 17).</p> <p>Timescale – by 17 December 2024</p> <p><i>Regulation 13(2)(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>Risk assessments being written and put in place, all risks to be considered which in turn will reduce harm to staff and clients.</p>	<p>17/12/24</p>	<p>Aesthetic Practitioner</p>

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<p><b>Requirement 4:</b> The provider must document patients' GP details, the outcome of every consultation with both the practitioner and the prescriber, and details of every treatment provided, and medicine prescribed and administered to the patient (see page 20).</p> <p>Timescale – immediate</p> <p><i>Regulation 4(2)(b)(c)(d) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>GP details along with treatment plan and medicine batch number and expiry now being recorded.</p>	<p>immediate</p>	<p>Aesthetic Practitioner</p>
<p><b>Requirement 5:</b> The provider must implement effective systems that demonstrate that staff working in the service, including staff working under practicing privileges, are safely recruited. This must include ensuring that all staff are enrolled in the Protecting Vulnerable Groups (PVG) scheme by the service, and that key ongoing checks then continue to be carried out regularly (see page 20).</p> <p>Timescale – immediate</p>	<p>Staff file been made with CV, references, insurance and training documents. Awaiting arrival of PVG – chased 4/11</p>	<p>immediate</p>	<p>Aesthetic Practitioner</p>

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<p><i>Regulation 8(1) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>			
<p><b>Recommendation a:</b> The service should develop formalised aims and objectives with measurable key performance indicators to help monitor how well the service is being delivered (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 4.7</p>	<p>Key Performance indicators have been documented and worked towards every month, will be reviewed on a regular basis.</p>	<p>immediate</p>	<p>Aesthetic Practitioner</p>
<p><b>Recommendation b:</b> The service should introduce formal staff meetings, with a record of discussions and decisions reached at these meetings kept. These should detail staff responsible for taking forward any actions (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>No formal meetings taken place since inspection but one arranged for early December for which a record of discussions and decisions will be recorded.</p>	<p>10/12/2024</p>	<p>Aesthetic Practitioner</p>
<p><b>Recommendation c:</b> The service should formalise its approach to gathering feedback from patients to demonstrate</p>	<p>Complaint information displayed in clinic, duty of candour report published, suggestion box in clinic</p>	<p>immediate</p>	<p>Aesthetic Practitioner</p>
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<p>how this is used to improve the quality of the service (see page 14).</p> <p>Health and Social Care Standards: My Support, my life. I have confidence in the organisation providing my care and support. Statement 4.8</p>			
<p><b>Recommendation d:</b> The service should register with the Information Commissioner's Office (see page 16).</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>	Registered with Information Commissioners Office	immediate	Aesthetic Practitioner
<p><b>Recommendation e:</b> The service should develop a programme of regular audits to cover key aspects of care and treatment. Audits should be documented, and improvement action plans implemented (see page 17).</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>	Currently in the progress of developing regular audits to cover key aspects of client care and treatment. From the audits an improvement and action plan will be implemented.	31/12/24	Aesthetic Practitioner

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<p><b>Recommendation f:</b> The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement (see page 17).</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>In progress along with audits and action plans</p>	<p>31/12/24</p>	<p>Aesthetic Practitioner</p>
<p><b>Recommendation g:</b> The service should develop 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 17).</p> <p>Health and Social Care Standards: My Support, my life. I have confidence in the organisation providing my care and support. Statement 4.14</p>	<p>Agreement made with Nova Aesthetics, who are based in Edinburgh</p>	<p>immediate</p>	<p>Aesthetic Practitioner</p>
<p><b>Recommendation h:</b> The service should complete and submit a self-evaluation as requested by Healthcare Improvement Scotland (see page 20).</p> <p>Health and Social Care Standards: My Support, my life. I have confidence in the</p>	<p>In progress</p>	<p>10/11/2024</p>	<p>Aesthetic Practitioner</p>

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<p>organisation providing my care and support. Statement 4.1</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><b>Recommendation i:</b> The service should record patient consent for sharing information with their GP and other healthcare staff in an emergency, if required, in patient care records (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 4.14</p>	<p>Now being documented in patient records</p>	<p>immediate</p>	<p>Aesthetic Practitioner</p>

Name	Eilidh Ramsay	
Designation	Aesthetics Practitioner	
Signature	Eilidh Ramsay	<p>Date</p> <p data-bbox="1368 1177 1731 1294">06/11/2024</p>

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**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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