

## Action Plan

Service Name:	Aesthetox
Service Number:	01158
Service Provider:	Aesthetox (Scotland) Ltd
Address:	24 Elm Lea, Johnstone, PA5 9DE
Date Inspection Concluded:	14 May 2024 and 20 June 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Requirement 1:</b> The service must publish an annual duty of candour report (see page 15).</p> <p>Timescale – immediate</p> <p><i>Regulation 5(2) The Healthcare Improvement Scotland (Inspections) Regulations 2011</i></p>	Annual duty of candour actioned	Immediate	Mark Bradford
<p><b>Requirement 2:</b> The provider must ensure that each patient care record includes documented assessment and consultation each time (see page 19).</p>	Changed from digital to paper	Immediate	Mark Bradford

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<p>Timescale – immediate</p> <p><i>Regulation 4(2) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>			
<p><b>Recommendation a:</b> The service should implement a process to review its service aims and objectives to ensure they are measurable (see page 10).</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>Clients to be given a questionnaire on how we performed, and outcomes discussed, and did we meet expectations.</p>	<p>Immediate</p>	<p>Mark Bradford</p>
<p><b>Recommendation b:</b> The service should implement a process to review its service aims and objectives to ensure they are measurable (see page 10).</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>As above</p>		

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<p><b>Recommendation c:</b> The service should regularly review all its policies and procedures and ensure they are up to date with current standards, legislation and guidance (see page 15).</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>Policy reviews yearly and updated as required</p>	<p>Annually or when legislation changes</p>	<p>Mark Bradford</p>
<p><b>Recommendation d:</b> The service should ensure that information about how to make a complaint about the service is easily accessible to patients (see page 15).</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>Complaints policy and procedure fully visible to patients using the service, with a clear objective on how we resolve disputes .</p>		
<p><b>Recommendation e:</b> The service should ensure that completed risk assessments are recorded on a risk register and regularly reviewed (see page 16).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the</p>	<p>Risk assessments fully in place</p>	<p>As required</p>	<p>Mark Bradford</p>

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organisation providing my care and support. Statement 4.19			
<p><b>Recommendation f:</b> The service should develop a quality improvement plan to direct improvement in the service (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 4.19</p>	Quality improvement plan to be discussed at next meeting with prescriber	August 2024	Mark Bradford
<p><b>Recommendation g:</b> The service should develop a business continuity plan that includes processes in place should the business close (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 4.19</p>	Continuity plan to be updated with names of responsible healthcare professional	August2024	Mark Bradford
<p><b>Recommendation h:</b> The service should develop a system to ensure regular yearly checks on the nurse prescriber take place (see page 19).</p>	NMC yearly check for any default on registration,	Immediate	Mark Bradford

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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 4.19			
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Name	Mark Bradford		
Designation	Manager		
Signature	Mark Bradford	Date	14 July 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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