

## Action Plan

Service Name:	Joanne's Aesthetics
Service Number:	00899
Service Provider:	Joanne's Aesthetics Ltd
Address:	15 Glenpark Street, Wishaw, ML2 7NN
Date Inspection Concluded:	04 June 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Requirement 1:</b> The provider must further develop effective systems that demonstrate the proactive management of risks to patients. This must include:</p> <p><i>(a) a comprehensive risk register, and</i> <i>(b) appropriate risk assessments to protect patients and staff (see page 14).</i></p> <p>Timescale – by 30 October 2024</p> <p><i>Regulation 13(2)(a)</i></p>	<p>Developing a risk register for Joanne's Aesthetics Clinic involves several steps to systematically identify, evaluate, and manage potential risks. Below is a detailed plan that outlines the development process and highlights the benefits of having a risk register. The aim is to have this risk register fully implemented by October 24.</p> <p><b>Step-by-Step Development of a Risk Register</b></p> <p><b>1. Initial Planning (by August 1)</b></p> <ul style="list-style-type: none"> <li><b>Identify Stakeholders:</b> Include clinic management, staff, clients, and external partners.</li> </ul>	OCT 24	J LAWLEY

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<p><i>The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<ul style="list-style-type: none"> <li>• <b>Assign Responsibilities:</b> Appoint a risk manager or team responsible for the development and maintenance of the risk register.</li> <li>• <b>Define Objectives:</b> Outline the purpose and goals of the risk register, ensuring alignment with clinic operations and compliance requirements.</li> </ul> <p><b>2. Risk Identification (by August 15)</b></p> <ul style="list-style-type: none"> <li>• <b>Conduct Risk Workshops:</b> Engage staff and stakeholders in workshops to brainstorm potential risks.</li> <li>• <b>Review Past Incidents:</b> Analyze historical data and previous incidents to identify recurring risks.</li> <li>• <b>Categorize Risks:</b> Classify risks into categories such as operational, financial, compliance, and reputational.</li> </ul>		
<p><b>Recommendation a:</b> The service should implement a process for monitoring and measuring the service against the key performance indicators (see page 9).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the</p>	<p>Joanne’s Aesthetics will ensure a process is implemented for monitoring and measuring the service against the key performance indicators.</p> <p>Feedback from patients/visitors/outside partners, and trends from online system will be collected quarterly and stored in easily accessible folder</p>	Dec 24	J lawley
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<p>organisation providing my care and support. Statement 4.19</p>			
<p><b>Recommendation b:</b> The service should:</p> <p><i>(a) implement a structured approach to gathering and analysing patient feedback to demonstrate the impact of improvements made.</i></p> <p><i>(b) collate and document all feedback, including verbal feedback and text messages (see page 11).</i></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>Joannes Aesthetics will implement a structured approach in the gathering of and analysing patient feedback to evidence improvements made.</p> <p>This information will be collated and stored safely but be easily accessed and measurable.</p>	<p>Dec 24</p>	<p>J Lawley</p>
<p><b>Recommendation c:</b> The service should further develop its audit programme to include audits of:</p> <p><i>(a) the clinic environment and equipment</i></p> <p><i>(b) medicines management (see page 14).</i></p>	<p>Joanne's Aesthetics will put improvements in place to the auditing systems.</p> <p>A register will be put in place to ensure regular inspections carried out and documented and audits carried out quarterly.</p>	<p>Dec 24</p>	<p>J Lawley</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 4.19			
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Name	Joanne Lawley		
Designation	Manager/owner		
Signature	Joanne Lawley	Date	16/07/24

**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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