

Action Plan

Service Name:	The Skin and Face Place
Service number:	00459
Service Provider:	The Skin and Face Place (Scotland) Limited
Address:	19 The Murray Square, East Kilbride, Glasgow, G75 0BH
Date Inspection Concluded:	10 July 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should share its vision and purpose statement with patients (see page 8).	Share vision statement on new website (which will be going live in the next few weeks) and in the clinic	October2024	Clinic owner

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<p>Recommendation b: The service should further develop the key performance indicators to include monitoring the safe care and treatment of patients (see page 8).</p>	<p>This is currently carried out in the clinic with reports run by the software we use for booking (Timely) where we can check patient retention, how many new patients per month and gross earnings etc which I regularly assess to check for progress and growth of the clinic. We will also formally monitor patient safety key performance indicators including but not limited to accidents, incidents, infections, adverse events etc. Staff are encouraged during staff meeting to put forward ideas where there can be improvement in the clinic and make the staff and patient journey better. The implementation of the patient feedback form will further let us see where we can improve from the patient perspective. As mentioned, we are now sending these out and will assess data once enough has been collected to further improve the service we provide from the patient perspective.</p>	<p>Ongoing, we will assess patient feedback in the next 6-8 months.</p>	<p>Clinic owner and staff</p>
<p>Recommendation c: The service should continue to review all its policies and procedures and ensure they are up to date with current standards, legislation and guidance (see page 12).</p>	<p>A lot of my policies have been updated, but continue to update these ongoing and make sure dates and links and information is up to date.</p>	<p>January 2025</p>	<p>Clinic owner</p>

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<p>Recommendation d: The service should obtain evidence for staff files that mandatory training has been completed. This should include clinical training to ensure patient safety, as well as governance procedures such as:</p> <p><i>(a) complaints management</i> <i>(b) duty of candour</i> <i>(c) obtaining informed consent, and</i> <i>(d) safeguarding (see page 13).</i></p>	<p>Anmarie has completed all of these already due to her recently updating her info for her end of CPD cycle for the GDC and recently completing her level 3 in skin treatments. Other staff to complete relevant TURAS modules regarding cross infection control, and evidence of other training to be updated in staff files.</p>	<p>March 2025</p>	<p>Clinic Owner and relevant staff.</p>
<p>Recommendation e: The service should implement a quality improvement plan to formalise and direct the way it drives and measures improvement (see page 14).</p>	<p>Write and implement quality improvement plan to improve the business and patient care / experience. Feedback forms to be sent out with aftercare emails and then allow enough time to collate information for improvement.</p>	<p>March 2024</p>	<p>Clinic owner.</p>

Name	Stella Macdougall
Designation	Clinic owner
Signature	stella macdougall
Date	29/8/2024

In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.

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 can be immediate. If you identify a requirement/recommendation timescale that you feel needs to be extended, include the reason why.
- **Person Responsible:** Please do not name individuals or an easily identifiable person. Use Job Titles.
- Please do not name individuals in the document.
- If you have any questions about your inspection, the requirements/recommendations or how to complete this action plan, please contact the lead inspector for your inspection.

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