

09 Action Plan

Service Name:	TAC Healthcare Group
Service Number:	00744
Service Provider:	TAC Healthcare Group Ltd
Address:	Wellheads Crescent, Dyce, Aberdeen, AB21 7GA
Date Inspection Concluded:	12 September 2024


Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must ensure that the safe recruitment of staff is completed in line with policy and national guidance, including the obtaining of two references and recording of PVG Disclosure numbers (see page 22).</p> <p>Timescale – by 12 December 2024</p> <p><i>Regulation 8 (1) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>TAC Healthcare will ensure that it has evidence of two references and the PVG number for each member of staff granted with practicing privileges. HR have contacted all the doctors and await evidence.</p>	<p>12th of December 2024</p>	<p>HR</p>

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<p>Recommendation a: The service should develop a strategic plan that sets out its strategic objectives, operational priorities and vision (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>TAC Healthcare are currently developing an OH annual business plan for next year, which has our vision and strategic objectives and our operational plan.</p>	<p>21/06/25</p>	<p>OH Director</p>
<p>Recommendation b: The service should record the agenda and minutes of senior management meetings and include any actions taken and those responsible for the actions (see page 13).</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>The minutes and agenda of the Senior management meetings are recorded on Sharepoint, Clinical Nurse Manager/service manager did not have access to them on the day of inspection as new to the role. Access has been requested.</p>	<p>21/01/25</p>	<p>Service Manager/Q&C</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 18).</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>TAC Healthcare will continue to update policies and procedures ensuring they are in line with current standards, legislation and guidance. Q&C have sent reminders to the responsible managers to update policies within their area. This is currently in progress.</p>	<p>21/06/25</p>	<p>Q&C, Clinical Nurse Managers.</p>

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<p>Recommendation d: The service should ensure that when a key member of staff leaves, that a contingency plan is place to continuity of service (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>The HSE manager left the business just before the inspection. A gap analysis was created by this manager before leaving. TAC has appointed an interim responsible person for HSE matters. TAC has also advertised the HSE position and await a new HSE manager.</p>	<p>Before the next HIS Inspection.</p>	<p>Recruitment/CEO</p>
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Name	Lisa McGruther	
Designation	Clinical Nurse Manager	
Signature		<p>Date</p> <div data-bbox="1370 842 1731 922" style="border: 1px solid black; padding: 2px;">21/10/24</div>

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.

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- 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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