

Action Plan

Service Name:	Beyond Medispa
Service Number:	00409
Service Provider:	Beyond Medispa Limited
Address:	Second Floor, Harvey Nichols, 30-34 St Andrew's Square, Edinburgh, EH2 2AD
Date Inspection Concluded:	22 October 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must develop effective systems that demonstrate the proactive management of risk (see page 16).</p> <p>Timescale – immediate</p> <p><i>Regulation 13(2)(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	I will create my risk assessments that will be developed for clinical and environmental risks that may occur within the clinic.	This has been actioned and will be added to mt meeting notes that these areas have been assessed and monitored.	Jade Bejaoui
<p>Requirement 2: The provider must implement effective systems that demonstrate that staff working in the service, including staff working under</p>	Have all the staff with an UpTo Date PVG – I have contacted Disclosure Scotland and started these processes which was completed by the 20 th November.	This has been actioned 20 th November	Jade Bejaoui

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<p>practicing privileges, are safely recruited, including 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><i>Regulation 8(1) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>			
<p>Requirement 3: The provider must ensure that all botulinum contaminated sharps are disposed of correctly as clinical or hazardous waste in line with national clinical waste guidance (see page 20).</p> <p>Timescale – immediate</p> <p><i>Regulation 3(d)(iii) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>I emailed my initial Waste provider and asked them to change all shapes boxes to correct one. This was actioned on 22nd October and completed on 29th October</p>	<p>This has been actioned 29th October 2024</p>	<p>Jade Bejaoui and Rentokil Initial Waste Management</p>

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<p>Requirement 4: The provider must ensure that appropriate medicine governance arrangements are in place when unlicensed medicines are used, including documented rationale for use and informed patient consent (see page 20).</p> <p>Timescale – immediate</p> <p><i>Regulation 3(d)(iv) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>I have implemented a cleaning checklist rota in each of the rooms that the staff working in that room that day are ticking this off. My assistant Manager Nazish will check this daily</p> <p>I have implemented a Medicine Management Policy</p>	<p>This has been implemented from 5th December and will be continued daily</p>	<p>Nazish Aman Jade Bejoui</p>
<p>Recommendation a: The service should introduce regular, formal staff and management meetings, and a record of discussions and decisions reached at these meetings should be kept (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>I will hold fortnightly meetings with each staff member and record this down digital form and save to each staff personal files</p>	<p>Starting now and will continue</p>	<p>Jade Bejaoui</p>
<p>Recommendation b: The service should develop a process of keeping patients informed of the impact their feedback has on the service (see page 13).</p>	<p>We can implement a customer email that we have taken on board their reviews and any suggested changes that we have from them.</p>	<p>Starting now and will continue to</p>	<p>Jade Bejaoui and Nazish Aman</p>

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<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>Our CRM System allows us to create these email newsletters and can send to all of our customer base.</p>	<p>monitor and review</p>	
<p>Recommendation c: The service should regularly review its policies and procedures and ensure they are up to date with current standards, legislation and guidance (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>	<p>Have all policy's updated – I have hired and HR Consultant who had made up all policy's</p>	<p>This has been completed 3rd December 2024</p>	<p>Jade Bejaoui HR Consultant Lauren</p>
<p>Recommendation d: The service should further develop its programme of 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> <p>This was previously identified as a recommendation in the January 2020 inspection report for Beyond Medispa.</p>	<p>We have audits on a yearly basis from laser Met that covers the whole clinic</p>	<p>Continue to do this yearly</p>	<p>Jade Bejaoui Anna Bass laser met auditor</p>

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<p>Recommendation e: The service should develop and implement a quality improvement plan that demonstrates and directs the way it 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>I will record any new treatments that has been suggested by staff and create a timeline frame to see what our ROI is on this and make a final decision and record this down through all steps</p>	<p>As and when we have new suggestions, I will record them down immediately</p>	<p>Jade Bejaoui</p>
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Name	Jade Bejaoui	
Designation	General Manager	
Signature	Jade Bejaoui	<p>Date 3rd December 2024</p>

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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