

## Action Plan

Service Name:	Therapie Clinic (Braehead)
Organisation Number:	02284
Service Provider:	Therapie Medical UK Ltd
Address:	Unit 41, Braehead Shopping Centre, King's Inch Road, Glasgow, G51 4BN
Date Inspection Concluded:	13 November 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Recommendation a:</b> The service should develop clear and measurable action plans to monitor and evaluate the impact of any service changes from patient feedback, and ensure patients are informed of any changes made to the service as a result of their feedback (see page 9).</p> <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>This was previously identified as a recommendation in the April 2024 inspection report for Therapie Clinic (Braehead).</p>	<p>The service is reviewing how it currently shares changes and improvements made as a result of the feedback received from clients along with ensuring they are informed about any changes made.</p>	<p>Ongoing</p>	<p>Compliance Officer/Registered Manager/Client Experience Team</p>

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Designation	Quality and Compliance Officer   GB		
Signature	C.Dingwall	Date	08.01.25

**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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