

Action Plan

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| Service Name: | Infinity Skin Clinic Edinburgh |
| Organisation Number: | 02236 |
| Service Provider: | Claire-Lousie Narrie |
| Address: | 5A Grange Road, Edinburgh, EH9 1UH |
| Date Inspection Concluded: | 23 January 2025 |

| Requirements and Recommendations | Action Planned | Timescale | Responsible Person |
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| <p>Requirement 1: The provider must produce an annual duty of candour report (see page 13).</p> <p>Timescale – immediate</p> <p>Regulation 5(2) The Healthcare Improvement Scotland (Inspections) Regulations 2011</p> | <p>This will be completed annually and then published online either through social media or on my website. I have already completed this post inspection so I will ensure to have it published.</p> | <p>By the end of March</p> | <p>Claire Narrie</p> |
| <p>Requirement 2: The provider ensure that all medicines held as stock are ordered and prescribed appropriately for the clinic (see page 14).</p> <p>Timescale – immediate</p> | <p>This was discussed at the inspection and has already been rectified with ordering stock medicines with Fox Pharmacy.</p> | <p>Completed</p> | <p>Claire Narrie</p> |

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| <p>Regulation 3(d)(iv) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p> | | | |
| <p>Requirement 3: The provider must ensure that when unlicensed medicines are used that appropriate medicine governance arrangements are in place, including documented rationale for use and informed patient consent (see page 14).</p> <p>Timescale – immediate</p> <p>Regulation 3(d)(iv) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p> | <p>I am currently transferring from paper to electronic forms and this is an update which is being included on the consent forms with aesthetidocs. I am currently discussing this verbally and then writing it on the consent form with patients.</p> | <p>Completed / ongoing update</p> | <p>Claire Narrie</p> |
| <p>Requirement 4: The provider must ensure that incident, accident and adverse events policy is in place and investigations are completed, including documenting any resulting lessons learned or actions to be taken (see page 14).</p> <p>Timescale – immediate</p> <p>Regulation 3(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p> | <p>I have updated this policy post inspection and will be used along the accident report book to document the event and reflection from it. I have had no accidents in the workplace currently.</p> | <p>Completed</p> | <p>Claire Narrie</p> |

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| <p>Requirement 5: The provider must improve the standard of record keeping in patient care records to ensure they contain a record of the outcome of the consultation, assessment and the aftercare advice given to patients by the healthcare professional. All records must be signed, dated and timed by the healthcare professional (see page 17).</p> <p>Timescale – immediate</p> <p>Regulation 4(1)(2) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p> | <p>I have updated this since inspection where I am ensuring to take patients GP details and DOB with again explaining the importance of me being able to share the information especially in an emergency.</p> | <p>Completed</p> | <p>Claire Narrie</p> |
| <p>Recommendation a: The service should ensure that information about the service’s vision is available to patients (see page 10).</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 do this in a written fashion and have it more publically displayed within my webiste</p> | <p>End of March</p> | <p>Claire Narrie</p> |
| <p>Recommendation b: The service should develop formalised aims and objectives with measurable key performance indicators to help monitor how well the service is being delivered (see page 10).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the</p> | <p>I will be auditing the new changes made post inspection to see how my performance has improved</p> | <p>July 2025</p> | <p>Claire Narrie</p> |


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| organisation providing my care and support. Statement 4.19 | | | |
| <p>Recommendation c: The service should ensure that details of the treatments offered are clearly explained on its website (see page 11).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 2.9</p> | I will do this when updating my website and also when setting up aestheticdocs which is currently ongoing | End of March | Claire Narrie |
| <p>Recommendation d: The service should ensure that all policies and procedures are thoroughly reviewed to ensure that they are accurate, clear for staff and reflect practice in the service (see page 14).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.1</p> | I will continue to do this annually as per my service improvement plan | Completed | Claire Narrie |
| <p>Recommendation e: The service should develop the range of risk assessments to cover other relevant aspects of the service and include an appropriate risk scoring system. (see page 15).</p> | I have done this post inspection with the introduction of a new policy on environmental safety policy post inspection. | Completed | Claire Narrie |

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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>Recommendation f: The service should produce a business continuity plan that covers all aspects of business continuity (see page 15).</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 have done this post inspection with the introduction of a new policy on environmental safety policy post inspection.</p> | <p>Completed</p> | <p>Claire Narrie</p> |
| <p>Recommendation g: The service should develop and implement an audit programme as part of a planned programme of quality improvement. Audits should be documented and improvement action plans implemented (see page 15).</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 continue to do this as per my service improvement plan. I have already set what I will be auditing but will display this on my website so my patients are aware.</p> | <p>Completed / July</p> | <p>Claire Narrie</p> |
| <p>Recommendation h: The service should ensure the quality improvement plan contains dates of when actions are to be completed (see page 15).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the</p> | <p>I will continue to do this as per my service improvement plan. I have already set what I will be auditing but will display this on my website so my patients are aware.</p> | <p>July</p> | <p>Claire Narrie</p> |
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| organisation providing my care and support. Statement 4.19 | | | |
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| Name | Claire Narrie | | |
| Designation | Owner | | |
| Signature |  | Date | 06.03.25 |

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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