

## Action Plan

Service Name:	Aesthetica Stirling
Service number:	01823
Service Provider:	Jade Conway
Address:	Abbey Inn, 40 North Street, Cambuskenneth, Stirling, FK9 5NB
Date Inspection Concluded:	28 September 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Requirement 1:</b> The provider must ensure that practicing privilege contracts are introduced, to ensure safe delivery of care with individual responsibility and accountability clearly identified (see page 13).</p> <p>Timescale – by 28 January 2024</p>	I will introduce a practicing privilege policy.	January 2024	Jade Conway

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<p><b>Requirement 2:</b> The provider must develop effective systems that demonstrate the proactive management of risk (see page 14).</p> <p>Timescale – by 28 January 2024</p>	<p>Specific Risk assessments will be introduced</p>	<p>January 2024</p>	<p>Jade Conway</p>
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Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Recommendation a:</b> The service should have a formal means of assessing and measuring the outcome of the objectives to ensure it was achieving its vision and purpose (see page 9).</p>	<p>There will be regular review of objectives and a personal development plan in place.</p>	<p>When returning to work.</p>	<p>Jade Conway</p>

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<p><b>Recommendation b:</b> The service should record a summary of discussions in meetings and any actions arising (see page 10).</p>	<p>Staff meetings will be logged and documented.</p>	<p>When returning to work.</p>	<p>Jade Conway</p>
<p><b>Recommendation c:</b> The service should develop a participation policy to document its approach to gathering and using patient feedback to drive improvement (see page 11).</p>	<p>All willing patients will be given opportunity to feedback and give any recommendations.</p>	<p>When returning to work.</p>	<p>Jade Conway</p>

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<p><b>Recommendation d:</b> The service should publish an annual duty of candour report so that any information about duty of candour incidents are available for their patients (see page 13).</p>	<p>An annual duty of candour report will be published.</p>	<p>January 2024</p>	<p>Jade Conway</p>
<p><b>Recommendation e:</b> The service should develop a programme of regular audits to cover key aspects of care and treatment. Audits should be documented and improvement action plans implemented (see page 14).</p>	<p>Regular audits will be completed.</p>	<p>When returning to work.</p>	<p>Jade Conway</p>

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<p><b>Recommendation f:</b> The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement (see page 14).</p>	<p>A quality improvement plan will be implemented.</p>	<p>When return to work.</p>	<p>Jade Conway</p>
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Name	Jade Conway
Designation	Owner of company
Signature	J. Conway
Date	17 / 11 / 2023

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

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**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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