

Action Plan

Service Name:	Flawless Skin Aesthetics
Service number:	00708
Service Provider:	Flawless Skin Aesthetics
Address:	MD Studios, 95 Irish Street, First Floor, Dumfries, DG1 2NP
Date Inspection Concluded:	31 October 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Requirement 1: The provider must arrange for all hazardous waste produced by the service to be segregated and disposed of in line with the European Waste Category (EWC) 18-01-08, to ensure it complies with appropriate waste legislation (see page 16). Timescale – by 10 January 2024	Done. See Waste transfer note on Portal uploaded	Done	Nurse Practitioner

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:1 of 6	Review Date:
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Requirement 2: The provider must carry out a risk assessment on the sink in the treatment room to mitigate any risk associated with using a non-compliant clinical hand wash basin and consider a refurbishment programme to upgrade this basin (see page 19). Timescale – by 10 January 2024	Done See risk assessment on portal.	Done	Nurse Practitioner
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Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should develop an annual report to capture the improvements and developments of the past year and state what will be the indicators of success and development in the coming year (see page 13).	Report to follow	28.2.24	Nurse practitioner

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:2 of 6	Review Date:
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Recommendation b: The service should formalise its approach to gathering feedback from patients to demonstrate how this is used to improve the quality of the service (see page 14).	Surveys sent out after every treatment – I will formalise in a report	28.02.2024	Nurse practitioner
Recommendation c: The service should publish its duty of candour report on its website or social media (see page 16).	This was uploaded to portal September 11 th and my website.	done	Nurse Practitioner

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:3 of 6	Review Date:
Circulation type (internal/external): Internal/External		

<p>Recommendation d: The service should register with the Information Commissioner's Office (see page 16).</p>	<p>I am not required to register after undertaking the assessment.</p>	<p>done</p>	<p>Nurse Practitioner</p>
<p>Recommendation e: The service should ensure Botulinum toxin is used in line with the manufacturers and best practice guidance, including a stand-alone consent signed by the practitioner and the patient (see page 16).</p>	<p>The use of Bactericidal Saline (Torbac) – has been added to formal consent to be signed on assessment.</p> <p>Insurance has no issue with this.</p>	<p>done</p>	<p>Nurse Practitioner</p>

<p>File Name: IHC Inspection Post Inspection - Action Plan template AP</p>	<p>Version: 1.1</p>	<p>Date: 8 March 2023</p>
<p>Produced by: IHC Team</p>	<p>Page:4 of 6</p>	<p>Review Date:</p>
<p>Circulation type (internal/external): Internal/External</p>		

Recommendation f: The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement (see page 17).	QIP was sent to assessor prior to visit. Ongoing client surveys all show 5 out of 5 for; Cleanliness of clinic Information re treatment plan given by myself Satisfaction with treatment Likely to return and recommend a friend. All positive feedback shown to assessor	done	Nurse practitioner
Recommendation g: The service should comply with national guidance to make sure that the appropriate cleaning products are used for the cleaning of all sanitary fittings, including clinical hand wash basins (see page 19).	Acticlor 1000pp now used	done	Nurse Practitioner

Name	<input type="text" value="S Wight"/>		
Designation	<input type="text" value="Sole practitioner"/>		
Signature	S Wight	Date	11/12/23

S Wight

11/12/2023 / /

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

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.

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:6 of 6	Review Date:
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