

Action Plan

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| Service Name: | International Medical Management |
| Service number: | 00675 |
| Service Provider: | Internation Medical Management Inc. Limited |
| Address: | Alliance House, 11 Bon Accord Square, Aberdeen AB11 6DJ |
| Date Inspection Concluded: | 29 June 2021 |

| Requirements and Recommendations | Action Planned | Timescale | Responsible Person |
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| Requirement 1: The provider must make sure that flooring in the clinical areas have a smooth impermeable surface that is easy to clean. | <p>IMM have made the decision to take these rooms out of commission for the time being. With the majority of our assessments being done remotely, less clinic rooms are required. We are now using rooms 4, 5 and 6 for physical appointments which all have appropriate surfaces for cleaning.</p> <p>Once and if physical appointments return to normal, we will replace the flooring accordingly.</p> | N/A | N/A |
| Recommendation a: The service should make sure that it complies with the guidance in Health Protection Scotland's national infection prevention and control manual, in particular; <ul style="list-style-type: none"> Personal protective equipment, and Decontamination of the environment. | <p>With respect to aerosol generating procedures, whilst IMM do not use face-fitted FFP3 masks, we take the following precautions:</p> <p>The assessment is carried out in a well ventilated area with the patient facing outside The clinician always remains a minimum of 2 metres away and never facing the patient. The clinician will be wearing an FFP3 mask. The area and all equipment is thoroughly following</p> | N/A | N/A |

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| | <p>the appointment and this is supported by having time allocated in the diary. No other patients will be booked in the cleaning and ventilation period. The clinic is cleaned by an external cleaning agency every evening.</p> <p>We will introduce FFP3 reusable respirators to clinical staff once face fit testing is complete.</p> <p>We can confirm that hand wash sinks are included in the cleaning schedule and are now individually listed as confirmation. The sinks are cleaned with 1,000ppm chlorine solution as per national guidance.</p> <p>IMM are now using disposable single mop heads, as per national guidance.</p> <p>The checklist has been updated to incorporate these changes which have been discussed and agreed with the cleaning company.</p> | | |
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| Name | SARAH PETTIGREW | | |
| Designation | COMPLAINTS CLERK | | |
| Signature | Sarah Pettigrew | Date | 17/08/2021 |
| In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider. | | | |