

## Action Plan

Service Name:	Janes Aesthetics
Service number:	02277
Service Provider:	Jane Izat
Address:	10 Westcastle Grove, Castlemilk, Glasgow, G45 9DN
Date Inspection Concluded:	30 August 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Requirement 1:</b> The provider must ensure that when unlicensed medicines are used that good medicine governance arrangements are in place, including documented rationale for use and informed patient consent (see page 15).</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>To provide information to clients when unlicensed medications are used for there treatment and gain written informed consent.</p> <p>To document the rational why using unlicensed medications.</p>	<p>Immediate effect.</p> <p>Completed</p>	Practice Manger

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:
Circulation type (internal/external): Internal/External		

<p><b>Requirement 2:</b> The provider must develop effective systems that demonstrate the proactive management of risks to patients and staff. This must include:</p> <ul style="list-style-type: none"> <li>- a comprehensive risk register, and</li> <li>- appropriate risk assessments to protect patients and staff (see page 16).</li> </ul> <p>Timescale – by 24 April 2025</p> <p><i>Regulation 13(2)(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>Within the clinic there is a risk register to record incidents within the clinic, and protocols to reduce risks and management of risks, including</p> <p>Management of complications from treatments Fire risk assessment Storage of medications Management of sharps Management of needlestick injuries</p>	<p>April 25</p>	<p>Practice Manager</p>
<p><b>Requirement 3:</b> The provider must ensure patients' GP, next of kin or emergency contact details and consent for sharing relevant information with the patient's GP and other healthcare professionals in an emergency are documented in the patient care record (see page 19).</p> <p>Timescale – immediate</p> <p><i>Regulation 4(1) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>To add to documentation, patient details and to include GP details, next of kin, emergency contact details, consent to share relevant information with GP and other healthcare professionals in an emergency</p>	<p>Immediate  Completed</p>	<p>Practice Manager</p>

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:
Circulation type (internal/external): Internal/External		

<p><b>Recommendation a:</b> 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>To display the service providers mission statement within the clinic , and on forms</p>	<p>Immediate Completed</p>	<p>Practice Manager</p>
<p><b>Recommendation b:</b> The service should ensure botulinum toxin is used in line with the manufacturer's and best practice guidance and update its medicines management policy to accurately reflect the processes in place (see page 16).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.11</p>	<p>To ensure Botulinum Toxin is used as per manufacturer's instructions and in line with best practice and medicines management policy</p>	<p>Immediate</p>	<p>Practice Manager</p>

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><b>Recommendation c:</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 16).</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>To ensure regular audits to ensure key aspects of care, and documentation to support findings To Include; environmental fixture /fittings Patient feedback forms Medicines management Patient records</p>	<p>3MONTHS</p>	<p>Practice Manager</p>
<p><b>Recommendation d:</b> The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement (see page 16).</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>In line with HIS recommendations, monthly review and audits will include incidents, infections, patient complaints, patient satisfactions will be recorded and displayed.</p> <p>Key performance indicators will include Patient feedback Ensure up to date training Basic Life Support, training updates.</p> <p>From this information gathering, identifying any area for improvement and actions taken to improve the service</p>	<p>1 month</p>	<p>Practice Manager</p>

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

<b>Recommendation e:</b> The service should record the provision of aftercare information in the patient care record (see page 19).  Health and Social Care Standards: My support, my life. I am fully involved in all decisions about my care and support. Statement 2.9	Patients, after treatment care is given via verbal aftercare advice as well as written advice and can recontact the clinic if any concerns, and advised to monitor for any major complications and to call the clinic straight away Aftercare advice will be documented in the patient notes as recommended by HIS	Immediate  Completed	Practice Manager
<b>Recommendation f:</b> The service should record consent for taking and sharing photographs in the patient care record (see page 19).  Health and Social Care Standards: My support, my life. I am fully involved in all decisions about my care and support. Statement 2.14	To ensure written consent for taking and sharing photos and document in patient record	Immediate	Practice Manager

Name	Jane izat		
Designation	Practice Manager and Pratitioner		
Signature	Jane Izat	Date	11 / 10 /2024

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:5 of 6	Review Date:
Circulation type (internal/external): Internal/External		

### 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:
Circulation type (internal/external): Internal/External		