

Action Plan

Service Name:	656 Aesthetics
Service number:	01800
Service Provider:	656 Aesthetics Ltd
Address:	656 Holburn Street, Aberdeen, AB10 7JP
Date Inspection Concluded:	07 August 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must ensure that medicines that require a face-to-face consultation are not prescribed without a face-to-face consultation (see page 14).</p> <p>Timescale – immediate</p>	<p>This requirement may come down to a misunderstanding. The inspector found some Hyaluronidase in the fridge with a patient's name on it. He advised I wasn't allowed to stock medication prescribed for someone. I understand and agree with this. It won't happen again.</p> <p>This was actually prescribed for a patient after a face to face consultation. She did receive some of it. I ordered more than I needed (because sometimes you just don't know if more than one treatment will be needed). And then I kept the excess for any emergencies.</p> <p>Going forward, all my emergency drugs will be ordered for stock, and therefore have no patient details on them.</p>	immediate	owner

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Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should record the outcome of discussions with patients when reviewing the service vision, aims and objectives (see page 11).	I will record the outcome of discussions with patients when reviewing the service vision, aims and objectives in an end of day document (at the same time as cashing up) and review this annually to add to the service improvement plan	1 week	owner
Recommendation b: The service should ensure that all policies reflect Scottish legislation and best practice guidance (see page 14).	I have reviewed my cleaning protocol and will switch to using Haz-Tab for cleaning the sinks, taps and floors	1 week	owner

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<p>Recommendation c: The service should ensure that contact details for the service out of hours are included on aftercare leaflets for patients (see page 14).</p>	<p>This has been amended and evidence can be seen on the website</p>	<p>immediately</p>	<p>owner</p>
<p>Recommendation d: The service should develop a programme of regular audits to cover key aspects of care and treatment. Audits should be documented and action plans implemented (see page 15).</p>	<p>Infection control and medication will be audited annually every January. The audits will be documented, analysed and action plans made from any findings</p>	<p>In the next few months</p>	<p>owner</p>

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<p>Recommendation e: The service should regularly update its service improvement plan (see page 15).</p>	<p>The service improvement plan will be updated annually every January</p>	<p>In the next few months</p>	<p>owner</p>
<p>Recommendation f: The service should ensure that appropriate cleaning products are used for the cleaning of all sanitary fittings, including sinks, in line with national guidance (see page 17).</p>	<p>I have reviewed my cleaning protocol and will switch to using Haz-Tab for cleaning the sinks, taps and floors</p>	<p>1 week</p>	<p>owner</p>

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Recommendation g: The service should ensure patients' next of kin or emergency contact details are documented appropriately in patient care records. If the patient refused to provide the information, this should be documented (see page 18).	This has been amended and evidence can be seen on the website	immediately	owner
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Name	<input type="text" value="Rohan MacRae"/>	
Designation	<input type="text" value="Owner"/>	
Signature	<input type="text" value="Rohan MacRae"/>	Date <input type="text" value="02 / 10 /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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