

Action Plan

Service Name:	Boo's Aesthetics
Service Number:	01813
Service Provider:	Boo's Aesthetics Ltd
Address:	2 Colonsay Terrace, Mill O'Mairns, Dundee, DD4 9SY
Date Inspection Concluded:	24 August 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Requirement 1: The provider must ensure patients' GP, 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 17). Timescale – immediate	To include GP, NOK or emergency contact details appropriately in clients care records. If the client refuses to provide this information, this requires to be documented.	Immediate	Anne-Marie Brodie
Recommendation a: The service should ensure a system is in place to make sure the aims and objectives identified in its business plan are being met (see page 10).	Further auditing plans representing aims and objectives to be established. Enrolled in Introduction to Excel for Quality Improvement.	Immediate	Anne-Marie Brodie

Recommendation b: The service should develop a participation policy to direct the way it engages with its patients and uses their feedback to drive improvement (see page 12).	A Participation Policy requires to be developed to enable the way Boo's Aesthetics engages with its clients and to direct the way their clients feedback is used to drive improvement in service.	Immediate	Anne-Marie Brodie
Recommendation c: The service should develop a risk register to ensure effective oversight of how the service is delivered and to ensure the safety of patients and those working in the service (see page 15).	To be established from existing risk assessments.	Immediate	Anne-Marie Brodie
Recommendation d: The service should develop and implement a system to determine review dates for its policies and procedures with documented evidence of when reviews are undertaken and what changes or updates were subsequently made (see page 15).	Further auditing plans representing review dates for policies and procedures to be developed.	Immediate	Anne-Marie Brodie
Recommendation e: The service should develop a programme of regular audits to cover key aspects of care and treatment. Audits must be documented and improvement action plans implemented (see page 15).	Enrolled in Introduction to Excel for Quality Improvement to develop a programme of regular audits to cover key aspects of care and treatment.	Immediate	Anne-Marie Brodie
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 15)	A quality improvement plan to be developed to enable Boo's Aesthetics to structure and record its improvement processes of service.	Immediate	Anne-Marie Brodie

Recommendation g: The service should ensure patient care records contain appropriate information detailing initial assessments being carried out by the practitioner (see page 17).	To be included in clients care records	Immediate	Anne-Marie Brodie
Recommendation h: The service should ensure patient care records contain consent to share information with other healthcare professionals (see page 17).	To be included in clients care records	Immediate	Anne-Marie Brodie

Name	Anne-Marie Brodie		
Designation	Aesthetic Nurse Practitioner		
Signature	Anne-Marie Brodie		Date
			24/10/2023

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 the timescale for completion is immediate. If you identify a requirement/recommendation timescale that you feel needs to be extended, include the reason why.
- Please do not name individuals or an easily identifiable person in this document. Use Job Titles.
- If you have any questions about your inspection, the requirements/recommendations or how to complete this action plan, please contact the lead inspector.