

## Action Plan

Service Name:	Courtney Cassidy Aesthetics
Service number:	01516
Service Provider:	Courtney Cassidy Aesthetics Limited
Address:	38 Titchfield Street, Kilmarnock KA1 1PH
Date Inspection Concluded:	02 March 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
<b>Requirement 1:</b> The provider must develop effective systems that demonstrate the proactive management of risks to patients and staff.	HSE risk assessment tools frame work has helped me to identify and document what possible risks there could be within my clinical area and for the patients.		Courtney Cassidy
<b>Requirement 2:</b> The provider must ensure that every patient has a fully documented assessment carried out before treatment is undertaken.	After my inspection I have now implemented documenting a more detailed consultation and treatment in my notes via the faces app		Courtney Cassidy

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<b>Requirement 3:</b> The provider must ensure that all staff working in a registered healthcare service, including those with practicing privileges, have appropriate, and documented, background and safety checks in place.	I have sent away for disclosure for my prescriber to ensure the correct background checks are in place		Courtney Cassidy
<b>Recommendation a:</b> The service should develop a programme of regular clinical audits to cover key aspects of care and treatment. Audits must be documented and improvement action plans implemented.	Due to being the only aesthetic nurse within the area I work in I have now put in place the shop owner to come in and audit the equipment, treatment plans and handwashing, This will be done by Aimee Hill (shop owner) who will give me feedback verbally and also document the outcome		Courtney Cassidy
<b>Recommendation b:</b> The service should ensure the appropriate waste disposal system is used to safely dispose of anti-wrinkle syringes.	I have now contacted by waste management provider and they confirm that anti wrinkle syringes are able to be disposed in the clinical waste bin. I will upload the contract into HIS portal for proof.		Courtney Cassidy
<b>Recommendation c:</b> The service should ensure patient treatment plans are detailed and include all relevant information about the patient's treatment.	After my inspection I have now implemented documenting a more detailed consultation and treatment in my notes via the faces app		Courtney Cassidy
<b>Recommendation d:</b> The service should request emergency and GP contact details for all patients in the event of an emergency.	This has now been added into the consent forms on Faces App for patient to fill out before any treatment is carried out		Courtney Cassidy

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<b>Recommendation e:</b> The service should ensure that patient care records are audited regularly.	Due to being the only aesthetic nurse within the area I work in I have now put in place the shop owner to come in and audit the patient care records , This will be done by Aimme Hill (shop owner) who will give me feedback verbally and also document the outcome		Courtney Cassidy
<b>Recommendation f:</b> The service should register with the Information Commissioner's Office.	I have now registered with ICO and will pay an annual fee.		Courtney Cassidy
<b>Recommendation g:</b> The service should ensure that all relevant annual checks are carried out on each individual healthcare worker who is working under practicing privileges.	Upto date check list was sent from my inspector I will follow this and make sure I do this yearly.		Courtney Cassidy
<b>Recommendation h:</b> The service should ensure a staff file containing all relevant and appropriate documentation is retained for staff working under practicing privileges.	Practicing privileges check list completed and waiting on documents to to completed. Practicing privileges policy now uploaded on His portal.		Courtney Cassidy
<b>Recommendation i:</b> The service should develop and implement a quality improvement plan to demonstrate and direct the way it measures improvement.	From professional development frame works I will be able to asses, audit and document how I am continuing to improve my practice as an aesthetic nurse and going forward what I need to implement better into my service and role as a health care professional.		Courtney Cassidy

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<b>Recommendation j:</b> The service should introduce systems to improve communication and strengthen leadership with staff who have practicing privileges.	Practicing privileges check list completed and waiting on documents to to completed. Practicing privileges policy now uploaded on His portal.		Courtney Cassidy
<b>Recommendation k:</b> The service should develop a more structured programme of reviewing patient feedback that demonstrates and informs patients how their feedback has been addressed and used to help improve the service.	Surevey monkey questionnaires will be sent to patients every 3 months for feedback		Courtney Cassidy

Name	<input type="text" value="Courtney Cassidy"/>		
Designation	<input type="text" value="Aesthetic nurse (manager)"/>		
Signature	<input type="text" value="Handwritten signature"/>	Date	<input type="text" value="6 / 4 / 2022"/>
In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.			