

## Action Plan

Service Name:	Dalziel Aesthetics Limited
Service number:	01403
Service Provider:	Dalziel Aesthetics Limited
Address:	56 Carfin Road, Newarthill ML1 5AG
Date Inspection Concluded:	01 March 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
<b>Requirement 1:</b> The provider must ensure that all patient information, including information from the prescriber consultation, is recorded in a single patient care record.	To be included in a new patient profile form/document.	Immediate effect	Paul McKeever
<b>Requirement 2:</b> The provider must implement a suitable system of regularly reviewing the quality of the service.	Audit document to be completed quarterly.	Immediate effect	Paul McKeever

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<b>Recommendation a:</b> The service should arrange for a waste transfer note to be used for all hazardous waste segregated and disposed of in line with national waste legislation.	Waste provider has been contacted re same, new instructions have been communicated.	Immediate effect	Paul McKeever
<b>Recommendation b:</b> The service should develop cleaning schedules that include details on cleaning products, processes, the people responsible for cleaning and records of completion.	Service provider/cleaning company have been appraised of new instructions and a new folder has been completed to hold all relevant records.	Immediate effect	Paul McKeever
<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 action plans implemented.	This will be completed as outlined and recorded for auditing purposes. Any new outcomes will be implemented accordingly.	Immediate effect	Paul McKeever
<b>Recommendation d:</b> The service should introduce a system to ensure policies and procedures are regularly reviewed and updated to take account of and reflect current legislation and best practice guidance.	Reviewing the service and procedures will be carried out to ensure that its providing the best practices where possible. These reviews will be documented within a folder for viewing.	Immediate effect	Paul McKeever

<b>Recommendation e:</b> The service should ensure compliance with Health Protection Scotland's <i>National Infection Prevention and Control Manual</i> for personal protective equipment.	Compliant with same.	Immediate effect	Paul McKeever
<b>Recommendation f:</b> The service should ensure patients' GPs and next of kin or emergency contact details, as well as patient consent for sharing information with their GP and other medical staff in an emergency, if required, is documented in patient care records.	Patient's recording form updated to reflect same.	Immediate effect	Paul McKeever
<b>Recommendation g:</b> The service should formally record the minutes of any meetings. These should include a documented action plan highlighting those responsible for any actions to be taken forward.	This will be completed as required and fully documented.	Immediate effect	Paul McKeever
<b>Recommendation h:</b> The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement.	Service provider will be responsible for the implementation of this.	Immediate effect	Paul McKeever

<b>Recommendation i:</b> The service should continue to use its participation policy to formalise its approach to gathering feedback from patients to demonstrate how this is used to improve the quality of the service.	This will continue, the service will look to improve client participation and feedback.	Immediate effect	Paul McKeever
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Name	<input type="text" value="Paul McKeever"/>		
Designation	<input type="text" value="Service Provider"/>		
Signature	<input type="text" value="Paul McKeever"/>	Date	<input type="text" value="21 / 04/2022"/>

**In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.**