

Action Plan

Service Name:	Face Renew
Service number:	00399
Service Provider:	FR Clinical Limited
Address:	13 The Square, Ellon, Aberdeenshire, AB41 9JB
Date Inspection Concluded:	01 February 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible person
Requirement 1: The provider must carry out pre-employment checks in line with current legislation and best practice guidance to make sure it does not employ any person that is unfit (see page 16). Timescale – immediate	PVG to be obtained for Independent Nurse prescriber with practicing privileges.	In progress	Julie Donald
Recommendation a: The service should follow the process set out in its own participation policy for gathering, recording and evaluating patient feedback, and using the outcomes to drive improvements in the service (see page 10).	Simple patient feedback questionnaire to be available at reception for patients to quickly complete while payment is being obtained.	In place and ongoing.	Julie Donald

Recommendation b: The service should update its infection prevention and control policy to reference current legislation and best practice guidance (see page 13).	Link to HAI Standards and Infection Policy Manual added to infection control policy.	Completed	Julie Donald
Recommendation c: 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 13).	Documentation/patients notes, infection control and medicine management audits now in place and completed for first ¼ of the year.	Ongoing	Julie Donald
Recommendation d: The service should ensure that in line with national guidance, appropriate cleaning products are used for the cleaning of all sanitary fittings, including sinks (see page 13).	Wash hand basins in treatment room now cleaned with chlorine.	Ongoing	Julie Donald
Recommendation e: The service should ensure that single-use mop heads are used (see page 13).	Single use mop system now in place.	In place	Julie Donald
Recommendation f: The service should service should develop a risk assessment which includes relevant hazards and actions to minimise potential risks (see page 13).	Slips, trips and falls. Fire risk assessment. Cross contamination. Exposure to harmful chemicals.	Completed	Julie Donald

	Infection during procedure and post procedure. Harm due to incorrect procedural technique. Allergic reactions. Manual handling.		
Recommendation g: The service should record patient consent for sharing information with their GP and other medical staff in an emergency, if required, in patient care records (see page 15).	Consent added to clinical photography form.	In place	Julie Donald
Recommendation h: The service should record minutes of any staff meetings (see page 18).	This will be implemented at the next meeting.	Ongoing	Julie Donald
Recommendation i: The service should develop and implement a more detailed quality improvement plan (see page 18).	Quality Improvement Plan updated and expanded to include and reflect feedback survey, recruitment checks, use of Alexa's, new treatments, training, introduction of new skincare brand.	Completed and ongoing.	Julie Donald

Name	<input type="text" value="Julie Donald"/>		
Designation	<input type="text" value="Aesthetic nurse/clinic owner"/>		
Signature	<input type="text" value="Julie Donald"/>	Date	<input type="text" value="11/03/2023"/>

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