

Action Plan

Service Name:	Hidden Lines
Service Number:	00663
Service Provider:	Hidden Lines Ltd
Address:	98-102 High Street, Dalkeith, EH22 1HZ
Date Inspection Concluded:	24 August 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Requirement 1: The provider must update its clinical waste contract to ensure the safe disposal of all sharps, including hazardous waste (see page 15). Timescale – immediate	Clinical waste contract is with PHS. They have been contacted and contract is being amended to ensure complies with requirements.	Oct 2023	Clinic owner
Requirement 2: The provider must review the ventilation provided in the treatment room to ensure it conforms to national guidance for specialised ventilation for health care services. The service must develop a risk- based action plan to address any deficiencies noted as part of the wider refurbishment plans for the service (see page 18). Timescale – by 7 February 2024	Risk based action plan in progress Consulting with landlord about how ventilation can be installed as part of any future refurbishment plans	Feb 2024 Feb 2024	Clinic owner Landlord

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:1 of 3	Review Date:
Circulation type (internal/external): Internal/External		

Recommendation a: The vision for the service should be visible to patients in the service and on its social media (see page 11).	Vison has been made visible in service Reviewing best way to include this on social media platforms.	Oct 2023 March 2024	Clinic owner
Recommendation b: The service should further develop its audit programme to include audits of patient care records (see page 16).	This has been added to our current audit programme.	Oct 2023	Clinic owner
Recommendation c: 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 18).	Appropriate cleaning products have now been introduced to the clinic and added to the infection prevention and control policy guidance.	Oct 2023	Clinic owner
Recommendation d: The service should ensure patient care records are fully completed (see page 19).	This will be audited to ensure compliance	Dec 2023	Clinic owner

Name	Suzanne Crawford		
Designation	Aesthetic Nurse		
Signature	Suzanne Crawford	Date	22/10/23

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:2 of 3	Review Date:
Circulation type (internal/external): Internal/External		

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.

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:3 of 3	Review Date:
Circulation type (internal/external): Internal/External		