

Action Plan

Service Name:	LUXE
Service number:	01848
Service Provider:	Ann Louise McCabe
Address:	451 Gallowgate, Glasgow, G40 2DX
Date Inspection Concluded:	14 November 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
Requirement 1: The provider must ensure a suitable fridge thermometer is used to monitor the temperature for safe storage of medicines (see page 11). Timescale – by 30 April 2023	New Thermometer purchased which includes: High audible alarm Records min/max temps Temperature sensor Digital display	21/01/23	Ann Louise McCabe
Requirement 2: The provider must ensure annual receipt of all relevant documentation for practitioners with practicing privileges (see page 14). Timescale – immediate	Details have been requested from staff member	21/01/23	Ann Louise McCabe

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Requirement 3: The provider must make sure that all staff files contain up to date qualifications, registration and training certificates for all staff, including medical staff, working in the clinic (see page 14). Timescale – immediate	Details have been requested from staff member	21/01/23	Ann Louise McCabe
Recommendation a: The service should ensure its complaints policy is easily available for patients to make sure they are aware of how to make a complaint or raise a concern about their care and treatment (see page 8).	Complaints policy printed and visible in clinic. Staff will document in patients notes complaints procedure discussed.	21/01/23	Ann Louise McCabe
Recommendation b: The service should publish the annual duty of candour report (see page 9).	Service will publish duty of candour report	21/01/23	Ann Louise McCabe
Recommendation c: The service should make sure consent forms for treatment use generic wording or accurately refer to brand names of medicines used (see page 9).	I have contacted FACES regarding use of brand name in form. In meantime I will discuss brand I am using with patients and document same.	21/01/23	Ann Louise McCabe

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Recommendation d: 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 11)	Some audits have already been carried out and documented on audit forms that were made available on day of inspection. Service will continue to carry out audit to improve service.	21/01/23	Ann Louise McCabe
Recommendation e: The service should ensure that fire extinguishers are subject to a suitable system of maintenance (see page 11).	Fire extinguishers will be serviced yearly as recommended.	21/01/23	Ann Louise McCabe
Recommendation f: The service should carry out regular audits of patient care records (see page 13).	Service will audit patient care records to ensure all information needed is recorded.	21/01/23	Ann Louise McCabe
Recommendation g: The service should update its information management policy to include reference to General Data Protection Regulation (2018) (see page 13).	Information Management Policy updated.	21/01/23	Ann Louise McCabe
Recommendation h: The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement (see page 16).	Service will develop and implement a Quality Improvement Plan.	21/01/23	Ann Louise McCabe

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Name

Ann Louise McCabe

Designation

Owner/Aesthetic Nurse

Signature

Ann Louise McCabe

Date

21 / 01 /2023

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

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