

Action Plan

Service Name:	Penny Carville Aesthetics
Service number:	01210
Service Provider:	Penny Carville
Address:	Suay Beauty, 9 Glamis Centre, Culzean Place, Glenrothes KY7 4RX
Date Inspection Concluded:	28 September 2021

Requirements and Recommendations	Action Planned	Timescale	Responsible person
<p>■ Requirement 1: The provider must ensure that patient care records set out how patients' health, safety and welfare needs will be met. As a minimum, this must include:</p> <p>(a) <i>the date and time of every consultation with, or examination of, the service user by a health care professional and the name of that health care professional</i></p> <p>(b) <i>the outcome of that consultation or examination</i></p> <p><i>details of every treatment provided to the service user including the place, date and time that treatment was provided and the name of the health care</i></p>	To complete a new consultation form which includes (a), (b) and (c)	Immediate	Penny Carville

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<p><i>professional responsible for providing it, and</i></p> <p><i>(c) every medicine ordered for the service user and the date and time at which it was administered or otherwise disposed of including the batch number.</i></p>			
<p>Requirement 2: The provider must implement a formal practicing privileges contract with staff working in the service, setting out how the working arrangement will operate and demonstrating that appropriate pre-employment checks, including Protecting Vulnerable Groups checks are carried out. A system to ensure that staff's professional registration status remains current must be introduced.</p>	<p>1)To contact umbrella organisation to get up to date PVG for my prescriber</p> <p>2)Have a separate folder with practice and privileges policy and her PVG for Penny Carville Aesthetics</p>	Jan 2022	Penny Carville
<p>Recommendation a: The service should review its policies and procedures to ensure they are in line with current legislation and reflect the service provided.</p>	<p>To update all policies and have a date on the bottom for review</p>	Jan 2022	Penny Carville
<p>Recommendation b: The service should put appropriate measures in place to identify and manage risk in the service.</p>	<p>Renew risk register for</p> <p>1)Covid</p> <p>2)Slips and Trips</p> <p>3)Electrical</p>	Feb 2022	Penny Carville

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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.	A separate folder for regular (monthly/annual) audits on all policies	Feb 2022	Penny Carville
Recommendation d: The service should ensure botulinum toxin is disposed of in line with the manufacturers and best practice guidance and update its medicines management policy to accurately reflect the processes in place.	1) Update medicine management policy in line with manufacturers best practice. 2) To start disposing of Botulinum toxin appropriately	1) Feb 2022 2) Immediately	Penny Carville
Recommendation e: The service should record the contact details of patients' emergency contact details in the patient care record.	As above with new consent documents	Immediately	Penny Carville
Recommendation f: 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.	As above with new consent documents	Immediately	Penny Carville
Recommendation g: The service should provide written aftercare information to patients following their treatment. This should include possible complications and details of who to contact when the service is closed.	Azzalure provide aftercare cards which are handed put along with Penny Carville Aesthetics cards with contact details for Penny Carville	Immediately	Penny Carville

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Recommendation h: The service should develop and implement a quality improvement plan which should be informed from audits and risk assessments and patient feedback to formalise and direct the way it drives and measures improvements.	To compose a Service Improvement Plan with all ideas on how to improve Penny Carville Aesthetics as a business.	March 2022	Penny Carville
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Name	<input type="text" value="Penny Carville"/>		
Designation	<input type="text" value="Staff Nurse"/>		
Signature	<input type="text" value="Penny Carville"/>	Date	<input type="text" value="5 / 11 /21"/>
In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.			