

Action Plan

Service Name:	Re3flection Ltd
Service number:	01502
Service Provider:	Claire's Couture's Aesthetics T/A Re3flection Ltd
Address:	73 Old Mill Road, Uddingston G71 7PF
Date Inspection Concluded:	18 May 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
Requirement 1: The provider must develop effective systems that demonstrate the proactive management of risks to patients and staff.	Risk registers and assessments will be further developed	By 27 th July	Claire Bradley
Requirement 2: The provider must ensure all documented consultations and assessment of treatments with the independent nurse prescriber are recorded and retained in the patient care record.	Practice changed to hold all notes collectively	Immediately	Claire Bradley

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<p>Requirement 3: The provider must ensure that all staff working in a registered healthcare service, including those with practicing privileges, have appropriate, and documented, background and safety checks in place.</p>	<p>Up to date PVG checks pending All other information requested or completed</p>	<p>Immediately</p>	<p>Claire Bradley</p>
<p>Recommendation a: The service should implement a duty of candour policy and make sure a duty of candour report is published every year for patients to review.</p>	<p>Pending</p>	<p>By 27th July</p>	<p>Claire Bradley</p>
<p>Recommendation b: 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.</p>	<p>Complaints policy and procedure is/was already available however, I will add HIS complaints details to aftercare leaflet as discussed at inspection</p>	<p>Immediately</p>	<p>Claire Bradley</p>
<p>Recommendation c: The service should further develop and implement a patient participation policy that includes a structured approach to gathering and analysing patient feedback to drive improvements in the service and demonstrate the impact of change from the improvements made.</p>	<p>6 monthly survey monkey will be added to existing participation feedback resources and policy</p>	<p>By 27th July</p>	<p>Claire Bradley</p>

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<p>Recommendation d: The service should request and record GP contact details. Consent forms should include the recording of patients' consent to share information with their GP, if appropriate or other medical professionals in the event of an emergency.</p>	<p>Will be added into formal consent in time Meantime additional notes on same will be taken</p>	<p>On Going</p>	<p>Claire Bradley</p>
<p>Recommendation e: Patient care records should be regularly audited to ensure good record keeping standards are maintained and all relevant information is captured.</p>	<p>Patient records have been added to auditing categories</p>	<p>Immediately</p>	<p>Claire Bradley</p>
<p>Recommendation f: The service should ensure that all relevant annual checks are carried out on each individual healthcare worker who is working under practicing privileges.</p>	<p><i>Pending</i></p>	<p>Immediately</p>	<p>Claire Bradley</p>
<p>Recommendation g: The service should ensure a staff file containing all relevant and appropriate documentation is retained for staff working under practicing privileges.</p>	<p>Paper copies of same will now be kept in a physical staff file as requested</p>	<p>Immediately</p>	<p>Claire Bradley</p>

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Recommendation h: The service should develop and implement a quality improvement plan to demonstrate and direct the way it measures improvement.	Projection of training and development needs will be compiled yearly for the following 12 months	By 27 th July	Claire Bradley

Name	<input type="text" value="Claire Bradley"/>	
Designation	<input type="text" value="Nurse Practitioner"/>	
Signature	<input bradley"="" claire="" data-bbox="533 842 840 970" handwritten="" of="" signature="" type="text" value=" "/>	Date <input type="text" value="26 / 06 / 2022"/>
<p>In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.</p>		

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