

Action Plan

Service Name:	Samantha Campbell Aesthetics (The Coco Club)
Service Number:	02065
Service Provider:	Club Coco Ltd
Address:	c/o The Coco Club, 3G St Quivox Road, Prestwick, KA9 1LJ
Date Inspection Concluded:	15 August 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Requirement 1: The provider must ensure that all Botulinum-contaminated sharps are disposed of as cytostatic medicines, through the correct European Waste Catalogue code of EWC 18-01-08 (see page 12).	The waste consignment note has since been amended to the correct catalogue code number of 180108. I have uploaded this to the portal.	Completed	Samantha Campbell
Requirement 2: The provider must carry out a risk assessment on their ventilation system in the treatment room to mitigate any risk associated with using a non-compliant system until the system can be upgraded to conform with Scottish Healthcare Technical Memorandum 03-01 (see page 18).	I will carry out a risk assessment on the ventilation system in the treatment room to mitigate any risk associated with using a non-compliant system until the system can be upgraded to conform with Scottish Healthcare Technical Memorandum 03-service's ventilation system in the treatment room.'	ASAP	Samantha Campbell

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 service should formally record the minutes of staff meetings. These should include any actions taken and those responsible for the actions (see page 11).	As of the end of October I will no longer be granting practising privileges as I will have qualified as an Independent Nurse Prescriber. However, until that time I will take minutes of any meetings held.	ASAP	Samantha Campbell
Recommendation b: The service should develop a process of keeping patients informed of the impact their feedback has on the service.	The results of the survey monkey and written feedback are emailed to patients in a quarterly newsletter email detailing how their feedback has improved the service and changes made.	4 weeks	Samantha Campbell
Recommendation c: The service should ensure that a written record of all training provided, including confirmation that staff have read and understood relevant policies, is held for each staff member, including for those that are granted practicing privileges to work in the service.	I have uploaded the Practising Privileges Agreement contract where the member has signed and agreed to the policies and contract. Training certificates are held in the member's file	Completed	Samantha Campbell
Recommendation d: The service should develop and implement a quality improvement plan that demonstrates and directs the way it measures improvement.	I have developed a Quality Improvement Register. A spreadsheet of all the improvements made, why it was actioned, the date completed or ongoing.	Completed though ongoing as improvements are made.	Samantha Campbell

Name	SAMANTHA CAMPBELL
Designation	MANAGER
Date 24/10/23	
Review Date.	

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		