

## Action Plan

Service Name:	Smooth Dimensions Ltd
Service number:	01140
Service Provider:	Smooth Dimensions Ltd
Address:	6 Viewforth, Edinburgh EH10 4JS
Date Inspection Concluded:	06 October 2021

Requirements and Recommendations	Action Planned	Timescale	Responsible person
Requirement 1: The provider must ensure all patient care records are signed by the treating practitioner to comply with professional standards from the Nursing and Midwifery Council about keeping clear and accurate records.	Current system does not allow practitioner signature when remotely completing consent form. Consents forms will now be completed in the clinic with the practitioner to ensure both parties are able to sign. System has also now been upgraded to ensure a time stamped documentation of treatment carried out by named practitioner.	Immediate	Leanne Hunter and Emma Stewart
Requirement 2: The provider must ensure all staff receive regular performance reviews and appraisals to make sure that their job performance is documented and evaluated.	Will provide a documented PDP every 3 months and a 1:1 monthly to ensure performance is documented and any issues or concerns are raised in a timely manner. Training plan will also be incorporated to appraisal system.	3 months	Leanne Hunter

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Recommendation a: The service should ensure botulinum toxin is used in line with the manufacturer's and best practice guidance and update its medicines management policy to accurately reflect the processes in place.	The service will look into this and amend policies accordingly	6 months	Leanne Hunter and Emma Stewart
Recommendation b: 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.	Audits diarised to be conducted monthly in line with current policies and procedures. Audits will feed into overall improvement plan.	6 months	Leanne Hunter and Emma Stewart
Recommendation c: 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.	Treatment recording system has now been updated to include this with every consent form.	Immediate	Leanne Hunter and Emma Stewart
Recommendation d: The service should obtain a Disclosure Scotland Protecting Vulnerable Groups (PVG) update for all staff at regular intervals. This will ensure that staff remain safe to work in the service.	Disclosure Scotland have been emailed and notified with this request to highlight the process, waiting to hear back.	6 months	Leanne Hunter

Recommendation e: The service should develop a yearly training plan.	To be developed in line with new treatments and staff appraisals	6 months	Leanne Hunter and Emma Stewart
Recommendation f: The service should develop and implement a quality improvement plan.	To be developed	6 months	Leanne Hunter and Emma Stewart

Name	<input type="text" value="Leanne Hunter"/>		
Designation	<input type="text" value="Director"/>		
Signature	<input type="text" value="Leanne Hunter"/>	Date	<input type="text" value="17 / 11 /2021"/>
<b>In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.</b>			