

Action Plan

Service Name:	Skin-Fresh Facial Aesthetics
Service number:	00881
Service Provider:	Skin-Fresh Ltd
Address:	203 Maryhill Road, Glasgow G20 7XJ
Date Inspection Concluded:	16 November 2021

Requirements and Recommendations	Action Planned	Timescale	Responsible person
Requirement 1: The provider must ensure that all staff, including those with practicing privileges, working in a registered healthcare service have appropriate, and documented, background and safety checks in place.	<p>Skin-Fresh Proprietor has contacted each Practising Privilege Aesthetic Nurse Practitioner, advising that if they wish to continue services within Skin-Fresh, the following documents are required as a matter of urgency –</p> <ol style="list-style-type: none"> 1. Proof of NMC registration 2. X2 reference checks (professional/character) 3. PVG Check 4. Proof of Insurance 5. Proof of Aesthetic training <p>All these requested documentations shall be maintained alongside individuals Practicing Privileges Contract which is maintained within clinic setting</p>	Immediate	Richard Binning and individual Practicing Privileges Practitioners

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Requirement 2: The provider must only provide treatments for which it is currently registered with Healthcare improvement Scotland.	<p>Skin-Fresh Aesthetic Practitioner and Proprietor accepts comments/suggestions offered at HIS inspection that PDOs are considered as a surgical based procedure therefor is not accepted.</p> <p>Skin-Fresh shall cease these practices and shall do its own research into this area within other services</p>	Immediate	Richard Binning
Recommendation a: The service should develop, implement and maintain a risk register to ensure effective oversight of how the service is delivered.	Skin-Fresh shall develop a local Risk Register document which shall evidence base professional efforts to maintain, evaluating and support developing of risk management efforts within clinic setting.	3 months	Richard Binning
Recommendation b: The service should ensure that patient care records are audited regularly.	Skin-Fresh shall develop a local audit tool - This shall be utilised monthly (random patient selection audit check). This shall assist with evidence basing daily record keeping standards and development of assessment proforma	3 months	Richard Binning
Recommendation c: The service should request emergency and GP contact details for all patients in the event of an emergency.	<p>Skin-Fresh shall add the following information request to its current Assessment Proforma used for aesthetic treatment planning –</p> <p>1. Name of GP/Practice</p> <p>Name of person/contact number in event of any emergency</p>	3 months	Richard Binning
Recommendation d: The service should ensure evidence of the patient receiving verbal or printed aftercare advice is documented in the patient care record.	<p>Skin-Fresh Practitioner always provides after care advice to all clients after delivery of any aesthetic treatment. To evidence base this practice, Skin-Fresh Assessment Proforma used for all clients shall include section to detail -</p> <p>Aftercare information was provided and in what</p>	3 months	Richard Binning

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	capacity Re written/verbal		
Recommendation e: The service should ensure that all relevant annual checks are carried out on each individual healthcare worker who is working under practicing privileges.	<p>Skin-Fresh Proprietor has Practising Privilege Aesthetic Nurse Practitioners who are required to provide Proof of NMC registration, X2 reference checks (professional/character), PVG Check, Proof of Insurance and Proof of Aesthetic training. All these requested documentations are secured alongside individuals Practicing Privileges Contract. All documents are secured within Skin-Fresh clinic setting</p> <p>Skin-Fresh Proprietor shall develop a system to ensure that these 5 prerequisites from all Practising Privileges practitioners are reviewed and update annually in a timeous manner</p>	Immediate	Richard Binning and individual Practicing Privileges Practitioners
Recommendation f: The service should introduce systems to improve communication and strengthen leadership with staff who have practicing privileges.	<p>Skin-Fresh Proprietor has extended conversations with those using clinic for Practising Privileges. To formalise and evidence base these incidents, Proprietor shall plan and implement quarterly review meetings, either in small group or on a 1:1 basis. On these planned occasions, we shall explore -</p> <ol style="list-style-type: none"> 1. Satisfaction/concerns with Skin-fresh services 2. Ensure/update with any local Policy requirements 3. Review dates for individuals requiring updating their documents for Practising Privileges role. <p>Update on Practising Privileges role within HIS</p>	Immediate	Richard Binning and individual Practicing Privileges Practitioners

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	expectations and any changes		
Recommendation g: The service should develop and implement a quality improvement plan to demonstrate and direct the way it measures improvement.	<p>Skin-Fresh clearly has excellent examples as to how the clinic operates and has local robust Risk assessments, policies, and procedural expectations to achieve these requirements.</p> <p>To consolidate on these early achievements, to support newly recruited Practicing Privilege team members and to forward Skin-fresh Ltd within the sphere of aesthetics, Skin - Fresh shall develop a Quality Improvement Plan to best support immediate clinic needs and forward plan for future goals. This strategy shall aid towards a sharing of Skin-Fresh goals, expected values and professionalism and be significantly directive for future planning and leadership.</p>	3 months	Richard Binning
Recommendation h: The service should develop a more structured programme of reviewing patient feedback that demonstrates and informs patients how their feedback has been addressed and used to help improve the service.	<p>Skin-Fresh has always received informal praise of its professional efforts and clinical outcomes for those having received a variety of aesthetic treatments. Skin-Fresh already has a local “how are we doing?” questionnaire for visiting clients to complete. Uptake can be poor</p> <p>Skin-Fresh plan to adopt the following options to support client feedback –</p> <ol style="list-style-type: none"> 1. a more visible option of offering feedback <p>A more visible option of Skin-fresh offering “this is</p>	3 months	Richard Binning

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	what you said, this is what we done “		
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Name	<input type="text" value="Richard Binning"/>		
Designation	<input type="text" value="Director Skin-Fresh"/>		
Signature	<input type="text" value="Richard Binning"/>	Date	<input type="text" value="10/ 01 /2022"/>
In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.			