

Action Plan

Service Name:	SM Aesthetics
Service number:	00893
Service Provider:	SM Aesthetics Scotland Limited
Address:	c/o SJ Beauty Lounge, 158 Commercial Street, Kirkcaldy, KY1 2NU
Date Inspection Concluded:	15 November 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
Requirement 1: The provider must ensure that all background and safety checks are carried out on staff working under a practicing privileges arrangement.	I have applied for my prescribers PVG. There is now is practice privileges policy in place.	Awating return of PVG then complete	myself
Requirement 2: The provider must develop a practicing privileges policy.	complete and uploaded to portal	complete	myself
Recommendation a: The service should ensure information about how to make a complaint is easily accessible to patients.	I have displayed details on how to make a complaint. I have now changed to a digital software and hoping to explore possible complaints/feedback and aftercare information once a treatment has taken place.	complete and ongoing development	myself

Recommendation b: The service should develop a patient participation policy to formalise and direct the way it engages with its patients and uses their feedback to drive improvement.	complete and uploaded to portal	complete and ongoing	myself
Recommendation c: The service should develop a process of informing patients of how their feedback has been addressed and used to influence improvements to the service.	I am hoping to be able to do this through digital software and still making an on going plan	ongoing- 3months	myself
Recommendation d: The service should further expand its risk assessments and develop a risk register to support the management and review of identified risks.	ongoing plans for developing more risk assessments	ongoing- 3 months	myself
Recommendation e: The service should further develop its audit programme to include audits of patient care records.	ongoing plans for developing more audits- i am also hoping to be able to do this through my digital software	3 months	myself
Recommendation f: The service should ensure patient care records are legible, and the signature of healthcare professionals involved in patient care is clear, to comply with professional standards about keeping clear and accurate records.	no missed now as on digital software. the name is printed beside signatures	complete	myself

Recommendation g: The service should ensure that patient care records are fully completed at all times, and include all necessary contact information for the patient and their GP.	completed	completed	myself
Recommendation h: The service should document in the patient care record that aftercare information has been provided to patients following treatment.	completed	completed	myself
Recommendation i: The service should develop a formal system to make sure that staff are subject to ongoing professional registration checks and ensure they undergo an annual appraisal process.	i have developed a folder of all documents and so it is easy for me to check, i have also completed a practice privileges policy to go along side this.	completed	myself
Recommendation j: The service should develop a quality improvement plan to formalise and direct the way it drives and measures improvement.	on going plans for quality improvement.	3 months	myself

Name	<input type="text" value="Sarah Mackay"/>		
Designation	<input type="text" value="Owner"/>		
Signature	<input type="text" value="smack"/>	Date	<input type="text" value="12/1/22"/>

In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.