

Action Plan

Service Name:	Skinovation South West Scotland
Service number:	00949
Service Provider:	Skinovation South West Scotland
Address:	1 Baras, Lochmaben, Lockerbie, Dumfriesshire, DG11 1QD
Date Inspection Concluded:	22 September 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
Requirement 1: The provider must ensure that medicines requiring refrigerated storage are stored in a pharmaceutical refrigerator (see page 10). Timescale – by 17 November 2022.	Refrigerator is being sourced	By 17 th Nov 2022	Rosie Coupland
Recommendation a: The service should share improvements or actions taken as a result of feedback with patients to show how this was being used to improve the quality of care provided and how the service was delivered (see page 8).	A feed back document will be implemented and sent to clients with 6 monthly Quality Assurance requested sheets.	With next 6 monthly QA sheets are sent to clients, Dec 2022.	Rosie Coupland.
Recommendation b: The service should develop a programme of regular audits to cover key aspects of care and treatment. Audits should be documented and improvement action plans implemented (see page 10).	Regular audits will be implemented for care and treatment, audits will include, products used, clients preferences of products, longevity of treatments, clients safety.	3 months.	Rosie Coupland.

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Recommendation c: The service should record patient consent for sharing relevant information with their GP and other healthcare professionals in an emergency, if required (see page 12).	Disclaimer/ consent forms will be generated for patient consent of treatments and added to patient care records.	As from next treatment delivered 2 weeks.	Rosie Coupland.
Recommendation d: The service should document what aftercare has been provided in the patient care record (see page 12).	Documentation will be added to patient care records, Information has been included on the reverse of the treatment charts, this will now be clearly indicated as Aftercare Provided on reverse.	.As from next treatment delivered 2 weeks.	Rosie Coupland.
Recommendation e: The service should ensure a process is in place to contribute to and obtain appraisals for any staff members working under practicing privileges from their respective NHS employer (see page 14).	Appraisal for the services Prescriber will be obtained/implemented. The prescriber will be included in this process.	2 months.	Rosie Coupland Yvonne Wyllie.
Recommendation f: The service should develop and implement a practising privileges policy (see page 14).	A policy will be implemented in accordance and agreement with the prescriber.	1 month.	Rosie Coupland Yvonne Wyllie.
Recommendation g: The service should develop and implement a quality improvement plan (see page 16).	A business plan will be implemented including a quality improvement plan in a business plan format.	3 months.	Rosie Coupland.

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Name	<input type="text" value="Rosemary Counland"/>		
Designation	<input type="text" value="Registered Nurse/Aesthetic Practitioner."/>		
Signature	<input type="text" value="Rosie Counland."/>	Date	<input type="text" value="01 / 11 /2022"/>
<p>In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.</p>			