

Action Plan

Service Name:	The Aesthetics Club
Service number:	01825
Service Provider:	The Aesthetics Club Ltd
Address:	161 Milngavie Road, Bearsden, G61 3DY
Date Inspection Concluded:	21 April 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must ensure that:</p> <ul style="list-style-type: none"> a) <i>all staff roles are risk assessed to make sure that appropriate Disclosure Scotland background checks are completed before staff are recruited to work in the service</i> b) <i>introduce a system to obtain Disclosure Scotland updates for all staff at regular intervals to ensure staff remain safe to work in the service (see page 15).</i> <p>Timescale – immediate</p>	<p>Staff members that have patient contact have completed an Advanced Disclosure Scotland background check since our inspection</p> <p>Admin staff members have completed a basic Disclosure Scotland background check since our inspection</p> <p>This will be checked in our annual audit to ensure all checks are up to date, the requirement for a check has also been added to our interview pack to ensure all new employees complete this prior to joining the team.</p>	Completed	Clinic Director

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should ensure staff are trained in the principles of duty of candour (see page 9).	All staff have attended an in house four hour training session on duty of candour and safe guarding	Completed 4/5/23	Clinic Director
Recommendation b: The service should ensure staff have received safeguarding (public protection) training (see page 9).	All staff have attended an in house four hour training session on duty of candour and safe guarding	Completed 4/5/23	Clinic Director
Recommendation c: The service should provide information for patients on how to make a complaint (see page 10).	This information has been added to our website to ensure complaints, comments and feedback can be easily submitted.	Completed	Clinic Director
Recommendation d: The service should comply with national guidance to make sure that the appropriate cleaning products are used for the cleaning of all sanitary fittings, including clinical hand wash basins (see page 13).	We have changed the cleaning products that we use to ensure all products are in line with HIS recommendations.	Completed	Clinic Director

Recommendation e: 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 13).	We have developed the following quarterly audits: -Patient Records -Complaints and recommendation management Environmental audit including: cleanliness, infection control, health and safety, equipment maintenance and condition	Completed	Clinic Director
Recommendation f: The service should ensure patients' GP and next of kin or emergency contact details are documented in patient care records (see page 14).	This has been added to our medical history and patient information form	Completed	Clinic Director
Recommendation g: The service should ensure that all staff are subject to its pre-employment procedure and the information requested for new members of staff in line with the Scottish Government's Safer Recruitment through Better Recruitment (2016) guidance (see page 15).	This will be implemented for all new hires and any additional information requested for existing team members	Completed	Clinic Director

Name	<input type="text" value="Fiona Ross"/>	
Designation	<input type="text" value="Clinic Director"/>	
Signature		Date

Fiona Ross

2/6/23

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

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 can be immediate. If you identify a requirement/recommendation timescale that you feel needs to be extended, include the reason why.
- **Person Responsible:** Please do not name individuals or an easily identifiable person. Use Job Titles.
- Please do not name individuals in the document.
- If you have any questions about your inspection, the requirements/recommendations or how to complete this action plan, please contact the lead inspector for your inspection.