

Action Plan

Service Name:	The Cairngorm Aesthetics Clinic
Organisation Number:	02393
Service Provider:	Lyndsey Robinson
Address:	Craeg an Loin, Braeside Place, Newtonmore, PH20 1DW
Date Inspection Concluded:	07 February 2025

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must develop effective systems that demonstrate the proactive management of risks to patients and staff (see page 15).</p> <p>Timescale – by 7 June 2025</p> <p>Regulation 13(2)(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p>	Develop risk assessment for COSHH. Develop a risk register to identify any risks in the service and the control measures in place to reduce risk.	June 2025	Lyndsey Robinson
<p>Requirement 2: The provider must ensure that when unlicensed medicines are used that appropriate medicine governance arrangements are in place, including documented rationale for use and informed patient consent (see page 18).</p>	Despite a paragraph already being in the patient consent form regarding bacteriostatic saline which the patient reads and signs, the inspector states a separate sentence should be included which patients sign separately to say they have been made aware	June 2025	Lyndsey Robinson
File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023	
Produced by: IHC Team	Page:1 of 4	Review Date:	
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<p>Timescale – by 7 June 2025</p> <p>Regulation 3(d)(iv) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011 Regulation 3(d)(iv) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p>	<p>of this. A separate sentence will be included to fully make patients more aware. Patient notes will also include a clear sentence to say that this has been discussed this is already present but inspector feels needs to be more clear.</p>		
<p>Recommendation a: The service should develop clear and measurable objectives for patients to access (see page 10).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19</p>	<p>Develop clear and measurable objectives and include this in website/social media platform</p>	<p>June 2025</p>	<p>Lyndsey Robinson</p>
<p>Recommendation b: The service should develop and document a formal business contingency plan that sets out the arrangements for continuity of care for patients, in the event of the service closing for any reason (see page 15).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.14</p>	<p>Document the contingency plan for the clinic.</p>	<p>June 2025</p>	<p>Lyndsey Robinson</p>

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:2 of 4	Review Date:
Circulation type (internal/external): Internal/External		

Recommendation c: The service should record minutes of any meetings with other services (see page 15). Health and Social Care Standards: My Support, my life. I have confidence in the organisation providing my care and support. Statement 4.19	Arrange formal meetings with other services and document the outcome of these meetings.	June 2025	Lyndsey Robinson
Recommendation d: The service should obtain contain consent from the patient for the sharing of information with their GP and other medical staff in an emergency, if required in the patient care record. If the patient refuses, this should be documented (see page 18). Health and Social Care Standards: My Support, my life. I am fully involved in all decisions about my care and support. Statement 2.14	Despite patients giving details of their GP and contact details, inspector has advised need to have signature of patients to say they can be contacted in emergency. This is already taken but note to be made re clear consent.	June 2025	Lyndsey Robinson

Name	Lyndsey Robinson		
Designation	Clinical Director		
Signature	Lyndsey Robinson	Date	24/03/2025

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:3 of 4	Review Date:
Circulation type (internal/external): Internal/External		

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

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:4 of 4	Review Date:
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