

## Action Plan

Service Name:	The Canmore Clinic
Service number:	00645
Service Provider:	SM Medispa Ltd
Address:	30 Canmore Street, Dunfermline, KY12 7NT
Date Inspection Concluded:	10 May 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<b>Requirement 1:</b> The provider must ensure that a recruitment policy is developed and all staff roles are risk assessed to make sure that appropriate Disclosure Scotland background checks are completed before staff are employed or granted practicing privileges to work in the service (see page 15).  Timescale – immediate	A written recruitment plan policy has been written	Completed	Miranda Philip

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<b>Requirement 2:</b> The provider must ensure that all staff receive regular performance reviews and appraisals to make sure their job performance is documented and evaluated (see page 15).  Timescale – immediate	Structured performance review tool has been written. Dates have been set for all staff to have a performance appraisal and reviews to be carried out 6 monthly.	Completed preparation to commence appraisals immediately.	Miranda Philip
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Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<b>Recommendation a:</b> The service should ensure that all prescription-only medicines are checked or audited regularly (see page 12).	All prescription medicines are now audited monthly as an overview. Daily checklists are in place for POM's used daily.	Completed	Miranda Philip
<b>Recommendation b:</b> The service should update its emergency policy to include protocols to follow for complications in treatment. This should include protocols to follow outwith clinic opening hours (see page 12).	What had existed in practical agreements should a complication arise out of hours, this has now been created as a policy in written form.	Completed	Miranda Philip
<b>Recommendation c:</b> The service should ensure that prescription-only medicines are always stored and administered according to the manufacturer's guidance (see page 12).	This recommendation has been understood and balanced with specialist experience and knowledge based upon achieving excellent results for the patient and the patient experience. Any diversion from the manufacturer's guidelines are full transparent to patients and included in consent forms.	Completed	Miranda Philip

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<b>Recommendation d:</b> The service should ensure patient care records are fully completed (see page 13).	Feedback has been revised and the gap identified, that being that cost had been omitted to be written as discussed even though the patient was aware we appreciate should there be any investigation, we are more justified in our actions should there be any question or investigation.	Completed	Miranda Philip
<b>Recommendation e:</b> The service should carry out regular audits of patient care records (see page 13).	Patient documentation is now being audited every 6 months.	Completed	Miranda Philip
<b>Recommendation f:</b> The service should implement a formal documented induction process for all new employees to the service (see page 15).	Our induction process is now documented.	Completed	Miranda Philip
<b>Recommendation g:</b> The service should document minutes from staff meetings electronically for easy distribution to all staff. Action plans should be devised from staff meetings documenting clear timelines and completion dates (see page 17).	On-going all minutes of staff meetings are documented and distributed to all staff members.	Completed	Miranda

Name	
Designation	Miranda Phlin
	Clinical Director. The Canmore Clinic.
Signature	Miranda Philip
Date	21 / 06 / 2023

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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 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.

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