

## Action Plan

Service Name:	Teviot Dental FACE
Service number:	01846
Service Provider:	Christiane Wassmuth-Gibbs
Address:	2 Netherview Tweed Roadm Galashiels TD1 3HG
Date Inspection Concluded:	31 August 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
<b>Requirement 1:</b> The provider must obtain a contract with a licensed waste carrier for the removal and disposal of all clinical and special waste generated by the service. The contract must include cover for the removal and disposal of cytostatic medicines.	Sharps waste collection contract for TD Face 01846 initiated	Complete See doc R1	David Gibbs
<b>Requirement 2:</b> The provider must ensure medicines are held securely.	Medicines are kept in temp monitored fridge or cupboard in lock kitchenette area	Complete	Dr C WassmuthGibbs

File Name: 20190121 Action Plan Template	Version: 1.0	Date: 21 January 2019
Produced by: IHC Team	Page:1 of 4	Review Date:
Circulation type (internal/external): Internal/External		

<b>Recommendation a:</b> The service should develop and implement a patient participation policy to direct the way it engages with patients and uses their feedback to improve the service.	Feedback form already in place at time of inspection. See doc Ra Made downloadable from <a href="http://teviotdentalface.com">Teviot Dental (teviotdentalface.com)</a> Service users can also leave feedback here: <a href="http://www.saveface.co.uk/rate-clinic/id/15699">http://www.saveface.co.uk/rate-clinic/id/15699</a>	1 week By 21 Oct 22	David Gibbs
---	--	------------------------	-------------

<b>Recommendation b:</b> The service should add its complaints process to its website and make it available in the service, to make it more accessible to patients.	Made downloadable from website <a href="http://teviotdentalface.com">Teviot Dental (teviotdentalface.com)</a> See doc Rb	1 Week By 21 Oct 22	David Gibbs
<b>Recommendation c:</b> The service should develop a programme of regular audits to cover key aspects of care and treatment. Audits must be documented and improvement action plans implemented.	We are audited annually via Save Face. The audit covers all aspects listed within our accreditation standards which include all aspects of clinical practice, patient care and safety. Please see attached report from a visit. Doc Rc	Completed	Dr C WassmuthGibbs
<b>Recommendation d:</b> The service should amend its safeguarding procedure to set out how it will report safeguarding issues that may arise. The procedure should also list the contact details for the local police and social services department that a report will be made to.	Updated safeguarding Policy. See doc Rd	Completed	David Gibbs

File Name: 20190121 Action Plan Template	Version: 1.0	Date: 21 January 2019
Produced by: IHC Team	Page:2 of 4	Review Date:
Circulation type (internal/external): Internal/External		

<b>Recommendation e:</b> The service should arrange for a competent person to carry out a fire risk assessment of the service premises and keep a record of it.	Wassmuth-Gibbs Ltd has a contractual arrangement with Morgan Fire Safety. Request made on 10 Oct 22 to arrange separate Fire Survey of TD Face premises.	1 Month 15 Nov 22	David Gibbs Morgan Fire Safety
<b>Recommendation f:</b> The service should ensure that all information relating to the patients care record is kept together and stored at the service.	All patient care records of TD Face patients are stored electronically only at the clinic. All Aesthetics patients are now separated by category on our system as patient type FACE for easier access.	Completed	David Gibbs Dr C WassmuthGibbs
<b>Recommendation g:</b> The service should register with the Information Commissioner's Office.	The provider Dr C Wassmuth-Gibbs has been named as the ICO	Completed	Dr C WassmuthGibbs
<b>Recommendation h:</b> The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement.	Please see doc Rh	Completed	Dr C WassmuthGibbs

File Name: 20190121 Action Plan Template	Version: 1.0	Date: 21 January 2019
Produced by: IHC Team	Page:3 of 4	Review Date:
Circulation type (internal/external): Internal/External		

Name

Dr C Wassmuth-Gibbs

Designation

Director

Signature



Date

16 / 10 /2022

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

File Name: 20190121 Action Plan Template	Version: 1.0	Date: 21 January 2019
Produced by: IHC Team	Page:4 of 4	Review Date:
Circulation type (internal/external): Internal/External		