

Action Plan

Service Name:	Your Face Aesthetics
Service number:	01000
Service Provider:	Your Face Ltd
Address:	Flat 2, Old Library, Old Glasgow Road, Uddingston G71 1HF
Date Inspection Concluded:	21 July 2021

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Requirement 1: The provider must install a clinical hand wash basin which meets with current national guidelines.	Plumber booked for 27 th of September	3.5 weeks	Lorraine Lockhart
Requirement 2: The provider must ensure that staff receive regular performance reviews and appraisals to make sure their job performance and development needs are documented and evaluated.	Appraisals scheduled for 16 th of September and to be reviewed every 6 months, time blocked off in appointment system to make sure these can be completed	2 weeks	Lorraine Lockhart/Heather Muir

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Recommendation a: The service should record daily temperature checks of the medicines fridge and record any corrective action taken if the temperature falls outside of safe operating parameters.	Fridge Thermometer ordered 2/9/21 and template made to start recording temperature	5 days	Lorraine Lockhart
Recommendation b: The service should carry out regular flushing of water outlets to reduce the risk of infection.	We have created a template to record carry out regular weekly flushing of water outlets for shower, both taps, dish washer and washing	In place	Lorraine Lockhart
Recommendation c: The service should encourage patients to provide emergency contact details.	Consultation forms edited asking patient to complete emergency contact details	In Place	Lorraine Lockhart
Recommendation d: The service should encourage patients to share their GP details and to give consent to share information with their GP, if required.	Consultation forms edited asking patient to complete GP contact details	In Place	Lorraine Lockhart

Recommendation e: The service should introduce a system to obtain a Disclosure Scotland Protecting Vulnerable Groups (PVG) update for all staff at regular intervals. This will ensure that staff remain safe to work in the service.	Disclosure Scotland to be contacted for forms, completed and sent for adjustment	6 weeks	Lorraine Lockhart
Recommendation f: The service should develop and implement a quality improvement plan.	Policies will be made and reviewed regularly	6 weeks	Lorraine Lockhart/Heather Muir
Recommendation g: The service should formally record all staff meetings, and include details of any actions taken and those responsible for the actions to ensure better reliability and accountability.	We are scheduled in a meeting to have a meeting to set out everyone's roles and responsibilities within the clinic, this will be recorded and regular staff meetings have been scheduled in and diary blocked, all meetings will be recorded	4 weeks	Lorraine Lockhart

Name	<input type="text" value="Lorraine Lockhart"/>		
Designation	<input type="text" value="Clinic Manager"/>		
Signature	<input type="text" value="Lorraine Lockhart"/>	Date	<input type="text" value="1 / 9 /21"/>

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

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