

Action Plan

Service Name:	House of Hearing
Service number:	01567
Service Provider:	House of Hearing Ltd
Address:	10 Melville Crescent, Edinburgh EH3 7LU
Date Inspection Concluded:	31 August 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
Requirement 1: The provider must notify Healthcare Improvement Scotland of certain matters as noted in Healthcare Improvement Scotland's notification guidance.	We will inform HIS of certain matters as required. All staff are fully aware of this requirement.	Immediately	Melanie Jackson
Recommendation a: The service should record next of kin or emergency contact details in patient care records. Patients should also be encouraged to give consent to information being shared with other healthcare professionals in the event of an emergency situation.	All new patient records are now requesting next of kin or emergency contact details. All staff are fully aware of this requirement and will update existing patients as they attend clinic. Patient consent forms have been updated to include consent to share information with other relevant healthcare professionals in the event of an emergency situation going forward. All staff are fully aware of this requirement and will update existing patients as they attend clinic.	Immediately	Melanie Jackson

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Recommendation b: The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement.	A Quality Improvement Plan will be completed annually at our annual planning meeting In December for the following year.	Ongoing	Melanie Jackson
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Name	<input type="text" value="Melanie Jackson"/>		
Designation	<input type="text" value="Clinical Lead"/>		
Signature		Date	<input type="text" value="11/10/2022"/>

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