

Action Plan

Service Name:	Jura Health
Service Number:	00395
Service Provider:	Jura Health Limited
Address:	Office 8, Friarton House, Friarton Road, Perth, PH2 8BB
Date Inspection Concluded:	29 March 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should ensure its complaints policy is easily available for patients to make sure they are aware of how to make a complaint or raise a concern about their care and treatment (see page 9).	To have a paper copy of the complaints procedure available to any and all clients who wish to see it or use it.	1 month	Judith Glasgow

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation b: The service should keep full employment records of all staff to include identity checks, qualifications and occupational health records (see page 13).	To ensure that all employees have full occupational screening, identity check and copy of qualifications. All future employees will have this done prior to employment.	1 month and ongoing	Marcella Creelman.

Name

Designation

Signature

Date

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 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.

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