

Action Plan

Service Name:	LF Aesthetics
Service number:	00865
Service Provider:	LF Aesthetics
Address:	37 Clydesdale Street, Hamilton ML3 0DD
Inspector:	Paula Cameron
Date Inspection Concluded:	01 August 2019

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should develop and implement its participation policy to direct the way it engages with its patients and uses their feedback to drive improvement.	A participation policy is currently being developed which will ensure engagement with clients to improve services and drive improvement.	October 2019	L.fearns

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Recommendation b: The service should provide information for patients on how to make a complaint.	Signs on complaint procedure will be displayed within the premises.	Completed	L. FEARNES
Recommendation c: The service should update its infection prevention and control policies to reference current legislation and best practice guidance.	The infection control manual will be updated as per recommendations. Reference to current legislation will be included.	Nov 2019	L. FEARNES
Recommendation d: The service should develop a programme of regular audits to cover key aspects of care and treatment. Audits should be documented and improvement action plans implemented.	Audits will be implemented 2 monthly to ensure best practice is maintained. The first audit has already been carried out and the process will be ongoing.	September 2019	L. FEARNES

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Recommendation e: The service should record consent for taking and sharing photographs in patient care records.	A consent form has been implemented and all clients asked to record consent for sharing records and photographs.	September 2019	L. FEARNIS
Recommendation f: The service should develop and implement a quality improvement plan.	Ongoing work to develop and maintain a quality improvement plan.	December 2019	L. FEARNIS

Name	Lyndsey Fearnis		
Designation	Nurse		
Signature	<i>L. Fearnis</i>	Date	12 / 09 / 2019