

Action Plan

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| Service Name: | SkinZ Aesthetics |
| Service number: | 01550 |
| Service Provider: | Zarah Nosratzadeh |
| Address: | The Spa at the Avenue, 43 Mackinlay Place, Newton Mearns, Glasgow G77 6EZ |
| Date Inspection Concluded: | 17 May 2022 |

| Requirements and Recommendations | Action Planned | Timescale | Responsible person |
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| Requirement 1: The provider must ensure that all Botulinum-contaminated sharps are disposed of as cytostatic medicines, through the correct European Waste Catalogue code of EWC 18-01-08. | Greenleaf Hygiene were contacted and we have changed our disposal for all Botulinum-contaminated sharps as cytostatic medicines, through the correct European Waste Catalogue code of EWC 18-01-08. | Immediately contacted and new disposal in place from week beginning 23/05/22 | Zarah Nosratzadeh |
| Requirement 2: The provider must ensure that all appropriate information is recorded in patient care records at all times. | Faces App has been contacted, they have advised that they are looking into combining both patient consent forms and medical history. GP details have been added to consent forms with addition of patient permission to add GP details. Additionally, NOK have been added to the consent form. Lastly, patient aftercare form now includes risks and benefits of each treatment. | Immediately | Zarah Nosratzadeh |

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| Recommendation a: The service should strengthen its approach to gathering, recording and evaluating patient feedback, in order to demonstrate how it's being used to drive improvement in the service. | Annual online questionnaires have now been populated to all patients. As well as this, we will randomly select patients and send these forms out to gather valuable feedback on patient experiences. A suggestion box for patients has also been added to make the necessary changes. | Immediately | Zarah Nosratzadeh |
| Recommendation b: The service should ensure that Botulinum toxin is used in line with the manufacturer's guidance and update its medicines management policy to accurately reflect the processes in place. | All Botulinum toxin is kept for 24 hours in line with manufacturer's guidance without exception. The Medicines management policy has also been updated in accordance with these changes. | Immediately | Zarah Nosratzadeh |
| Recommendation c: The service should publish annual duty of candour reports setting out any occasions during the previous year where the duty of candour has been triggered. | Duty of Candour report to be published annually where the duty of candour has been triggered. The duty of candour report will highlight any incidents where the duty of candour has been triggered. During our annual review this will be assessed with Dr Parisa Ghanbari. | Immediately | Zarah Nosratzadeh |
| Recommendation d: The service should amend its safeguarding policy so that it describes the process it will follow if a safeguarding issue is identified. | The safeguarding policy has now been updated with the phone of the local police and social services now included. | Immediately | Zarah Nosratzadeh |

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| Recommendation e: The service should amend its patient care record forms to enable the recording of the patient's next of kin, GP and consent to share information with their GP where necessary. | The patient care record forms have now been amended to enable recording of the patient's next of kin, GP and consent to share information with GP. These will be discussed with the patient prior to carrying out any treatment | Immediately | Zarah Nosratzadeh |
| Recommendation f: The service should implement an appropriate review system for practising privileges agreements, to make sure individuals remain safe to practice from the service. These checks should include, as a minimum: a) Professional registration status checks b) Verification of professional indemnity insurance cover renewal, and c) An update of Disclosure Scotland PVG status | Evidence gathered of : Professional registration status checks ;Verification of professional indemnity insurance cover renewal, and ; An update of Disclosure Scotland PVG status ; passports ; GMC pin and medical indemnity. Each member of staff has separate files kept for annual appraisals. This will be reviewed as part of annual staff appraisal. | Immediately | Zarah Nosratzadeh |
| Recommendation g: The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvements. | During annual review with Dr Parisa Ghanbari the quality improvement plan will be assessed to measure clinic improvements. This will be done by patient feedback, patient and staff audits and recommendations from peers. | Immediately | Zarah Nosratzadeh |

Name

ZARAH NOSRATZADEH

Designation

OWNER

Signature

Zarah Nosratzadeh

Date

22 / 06 / 2022

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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