

## Action Plan

Service Name:	Urban Aesthetics
Service Number:	00547
Service Provider:	Heather Sheddon
Address:	7A Broomhead Drive, Fife, Dunfermline, KY12 9DT
Date Inspection Concluded:	14 September 2023

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<b>Requirement 1:</b> The provider must arrange for a suitably competent person to carry out a fixed electrical installation check on the premises and ensure that the electrical installation is continually and appropriately maintained in line with relevant legislation (see page 16). Timescale – immediate	Landlord was contacted immediately (whilst Auditor was still on site). Landlord advised certificate would be forthcoming as soon as possible.  <b>EICR – Inspection carried out 26/09/2023, certificate received 12/10/2023 and copy e-mailed immediately to Auditor</b>	ASAP + 5 Years	Nurse Practitioner
<b>Requirement 2:</b> The provider must ensure that an annual gas safety check is carried out on the gas boiler and system (see page 17). Timescale- immediate	Landlord was contacted immediately (whilst Auditor was still on site). Landlord advised certificate would be forthcoming as soon as possible.  <b>Gas Safety Certificate - Inspection carried out 03/11/2023 received 08/11/2023 Copy uploaded to HIS portal 09/11/2023</b>	ASAP + 1 year	Nurse Practitioner

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<b>Requirement 3:</b> The provider must review the ventilation provided in the treatment room to ensure it conforms to national guidance for specialised ventilation for healthcare services. A risk-based action plan should be developed to address any deficiencies noted as part of the wider refurbishment plans of the service (see page 20). Timescale – by 28 February 2024	Ventilation requirements shall be reviewed along with potential refurbishment plans particular to a small single practitioner clinic.. Risk assessment shall be updated, to address possible deficiencies.	Feb 2024	Nurse Practitioner
<b>Recommendation a:</b> The service should develop measurable objectives and a process to measure these (see page 12).	Objectives in line with self-evaluation to be detailed and process to measure said objectives developed	Jan 2024	Nurse Practitioner
<b>Recommendation b:</b> The service should review and further develop its participation policy to reflect the way it gathers and analyses patient feedback (see page 14).	A more structured approach to patient feedback shall be implemented and records maintained	Jan 2024	Nurse Practitioner
<b>Recommendation c:</b> The service should implement a structured approach to gathering and analysing patient feedback to help continually improve the service (see page 14).	A more structured approach to patient feedback shall be implemented and records maintained	Jan 2024	Nurse Practitioner
<b>Recommendation d:</b> The service should ensure that risk assessments are completely fully and reviewed regularly (see page 18).	Risk Assessment was relatively new to practice, this will be completed fully and reviewed on a regular basis	Jan 2024	Nurse Practitioner

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<b>Recommendation e:</b> The service should introduce a structured programme of regular audits to cover key aspects of care and treatment such as medicine management, infection prevention and control, the safety and maintenance of the care environment and patient care records (see page 18).	Audit schedule already in place, a more simplified schedule to be introduced. With audit elements recorded on separate reports	Jan 2024	Nurse Practitioner
<b>Recommendation f:</b> The service should further develop its quality improvement plan and ensure this is updated and reviewed regularly (see page 18).	Quality improvement plan shall be developed further and reviewed on a more frequent basis	Ongoing	Nurse Practitioner
<b>Recommendation g:</b> The service should ensure that appropriate cleaning products are used for the cleaning of all sanitary fittings, including clinical wash hand basins, in line with national guidance (see page 21).	Propriety Chlorine based products / sprays utilised previously. Chlorine tablets / solution shall be used for cleaning wash hand basin in future. <b>Evidence of purchase provided to auditor</b>	Ongoing	Nurse Practitioner
<b>Recommendation h:</b> The service should ensure patient care records include all documented discussions about treatment costs (page 21).	Currently all cost details included / recorded along with Clients agreement documented within care records.	Ongoing	Nurse Practitioner

Name	Heather Sheddon		
Designation	Nurse Practitioner		
Signature	H Sheddon	Date	09/11/2023

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### 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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