

Action Plan

Service Name:	Baby Stepps Pregnancy Ultrasound
Service number:	02100
Service Provider:	Baby Stepps Ltd
Address:	Garfield House, Cumbernauld Road, Stepps, Glasgow, G33 6HW
Date Inspection Concluded:	22 May 2025

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must ensure that an emergency management policy is in place that clearly sets out how an emergency or adverse event would be dealt with (see page 15).</p> <p>Timescale – immediate</p> <p>Regulation 3(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p>	Has been developed – still to be fully circulated due to staff annual leave	Will be fully circulated by 10/08/25	Lee Lafferty

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:1 of 7	Review Date:
Circulation type (internal/external): Internal/External		

<p>Requirement 2: The provider must ensure that patient care records contain appropriate patient information, consents and documentation of assessment, discussions, outcomes and aftercare advice (see page 19).</p> <p>Timescale – immediate</p> <p>Regulation 4(2)(a)(b) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 201</p>	<p>Add required information to Cliniko patient records, completion to be checked as part of appointment and subject to ongoing audit review</p> <p>UPDATE Record forms updated, and will be subject to ongoing and annual review. These will be assessed for success as part of ongoing audits</p>	<p>15/07/25 ACTION COMPLETE</p>	<p>Lee Lafferty</p>
<p>Requirement 3: The provider must ensure that staff recruited in the provision of the independent healthcare service receive regular individual performance reviews and appraisals (see page 19).</p> <p>Timescale – 22 August 2025</p>	<p>Monthly performance reviews to be scheduled</p>	<p>10/08/25</p>	<p>Lee Lafferty</p>

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:2 of 7	Review Date:
Circulation type (internal/external): Internal/External		

Regulation 12(c)(i) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011			
Recommendation a: The service should implement a process for monitoring and measuring the service against the key performance indicators (see page 10). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19	Commenced – currently includes no shows, and return rates, complaints percentages, will be improved through more detailed complaints KPIs and incident percentages	01/10/25	Lee Lafferty
Recommendation b: The service should formalise its staff meetings, with a record of discussions and decisions reached at these meetings kept. These should detail staff responsible for taking forward any actions (see page 11). Health and Social Care Standards: My support, my life. I have	Monthly staff meetings to commence from 10/08/2025. Full agenda being collated, action tracker to be implemented post first meeting	10/08/25	Lee Lafferty

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:3 of 7	Review Date:
Circulation type (internal/external): Internal/External		

confidence in the organisation providing my care and support. Statement 4.19			
Recommendation c: The service should implement a structured approach to gathering and analysing patient feedback to demonstrate the impact of improvements made. Patients should be informed of the changes made as a result of their feedback (see page 13). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.8	Work already underway – patient feedback template in circulation, response rates being assessed, feedback capture template commenced, will be included for discussion at monthly staff meetings also	01/10/25	Lee Lafferty
Recommendation d: The service should ensure complaints are documented effectively to evidence that the complaints management procedure had been followed (see page 15). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19	Complaints will be documented and retained in line with GDPR requirements	15/07/25	Lee Lafferty

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:4 of 7	Review Date:
Circulation type (internal/external): Internal/External		

Recommendation e: The service should develop a list of mandatory training for staff to complete. This should include clinical training to ensure patient safety, as well as governance procedures, such as those for: (a) complaints management (b) duty of candour (c) consent, and (d) safeguarding (see page 15). Health and Social Care Standards: My support, my life. I have confidence in the people who support and care for me. Statement 3.14	This is scheduled to commence at the next staff team meeting	10/08/25	Lee Lafferty
Recommendation f: The service should develop an audit programme to include audits of: (a) patient care records (b) staff files, and (c) the clinic environment and equipment (see page 16). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19	Plans in place, with audits to commence in Q3 2025	30/09/25	Lee Lafferty

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:5 of 7	Review Date:
Circulation type (internal/external): Internal/External		

<p>Recommendation g: The service should ensure that key ongoing checks on staff members are carried out to ensure they are safe to work in the service (see page 19). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.24</p>	Monthly performance reviews to be scheduled	10/08/25	Lee Lafferty
---	---	----------	--------------

Name	<input type="text" value="Lee Lafferty"/>
Designation	<input type="text" value="Director"/>
Signature	<input type="text" value="Handwritten Signature"/>
Date	<input type="text" value="17/07/25"/>

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

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:6 of 7	Review Date:
Circulation type (internal/external): Internal/External		

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 can be immediate. If you identify a requirement/recommendation timescale that you feel needs to be extended, include the reason why.
- **Person Responsible:** Please do not name individuals or an easily identifiable person. Use Job Titles.
- Please do not name individuals in the document.
- If you have any questions about your inspection, the requirements/recommendations or how to complete this action plan, please contact the lead inspector for your inspection.

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:7 of 7	Review Date:
Circulation type (internal/external): Internal/External		