

Action Plan

Service Name:	Replenish Beauty
Service number:	00493
Service Provider:	Jonathan Rhodes
Address:	12 East Brighton Cresent, Portobello, Edinburgh, EH15 1LR
Date Inspection Concluded:	8 May 2025

Requirements and Recommendations		Action Planned	Timescale	Respons	ible Person
Requirement 1: The provider must notify	The p	provider has notifed Healthcare Improvement	Done	Single	practitioner
Healthcare Improvement Scotland of certain	Scotl	and of certain matters as detailed in their		practice.	
matters as detailed in our notifications	notifie	cations guidance (see page 17).			
guidance (see page 17).					
Timescale – immediate					
Regulation 5(1)(b) The Healthcare					
Improvement Scotland (Requirements as to					
Independent Health Care Services)					
Regulations 2011					
File Name: IHC Inspection Post Inspection - Action template AP	Plan	Version: 1.1	Date: 8 March 2	023	
Produced by: IHC Team		Page:1 of 7	Review Date:		
Circulation type (internal/external): Internal/Externa	1				



			1	
Requirement 2: The provider must ensure	The p	provider will ensure patients' GP, next of kin or	Immediate	Single practitioner
patients' GP, next of kin or emergency	emer	gency contact details and consent for sharing		practice.
contact details and consent for sharing	releva	ant information with the patient's GP and other		
relevant information with the patient's GP	healtl	hcare professionals in an emergency are		
and other healthcare professionals in an	docu	mented in the patient care record (see page		
emergency are documented in the patient	21).			
care record (see page 21).				
Timescale – immediate				
Regulation 4(1) The Healthcare				
Improvement Scotland (Requirements as to				
Independent Health Care Services)				
Regulations 2011				
Requirement 3: The provider must improve	The p	provider will improve the standard of record	Immediate	Single practitioner
the standard of record keeping in patient	keepi	ing in patient care records to ensure they		practice.
care records to ensure they contain a record	conta	in a record of the outcome of the consultation,		
of the outcome of the consultation,	asses	ssment, costs and the aftercare advice given to		
assessment, costs and the aftercare advice	patier	nts by the healthcare professional. Records		
given to patients by the healthcare	must	be signed, dated and timed by the healthcare		
professional. Records must be signed, dated	profe	ssional (see page 21).		
File Name: IHC Inspection Post Inspection - Action template AP	Plan	Version: 1.1	Date: 8 March 2	023
Produced by: IHC Team		Page:2 of 7	Review Date:	
Circulation type (internal/external): Internal/External				



and timed by the healthcare professional			
(see page 21).			
Timescale – immediate			
Regulation 4 (a)(b)(c) The Healthcare			
Improvement Scotland (Requirements as to			
independent Health Care services)			
Regulation 2011			
Recommendation a: The service should	The service has ensured that information about the	Done	Single practitioner
ensure that information about the service's	service's vision is available to patients (see page		practice.
vision is available to patients (see page 12).	12). Health and Social Care Standards: My support,		
Health and Social Care Standards: My	my care. I have confidence in the organisation		
support, my care. I have confidence in the	providing my care and support. Statement 4.19		
organisation providing my care and support.			
Statement 4.19			

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



Recommendation b: The service should	The service has ensured the identified aims and	Done	Single practitioner
ensure the identified aims and objectives are	objectives are available for all patients to view (see		practice.
available for all patients to view (see page	page 12). Health and Social Care Standards: My		
12). Health and Social Care Standards: My	support, my care. I have confidence in the		
support, my care. I have confidence in the	organisation providing my care and support.		
organisation providing my care and support.	Statement 4.19		
Statement 4.19			
Recommendation c: The service should	The service does monitor and evaluate	Ongoing	Single practitioner
monitor and evaluate improvements made to	improvements made to determine whether actions		practice.
determine whether actions taken have led to	taken have led to the intended improvement.		
the intended improvement. Improvements	Improvements should be shared with patients (see		
should be shared with patients (see page	page 14). Health and Social Care Standards: My		
14). Health and Social Care Standards: My	support, my care. I have confidence in the		
support, my care. I have confidence in the	organisation providing my care and support.		
organisation providing my care and support.	Statement 4.8		
Statement 4.8			

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



Recommendation d: The service should	The service is further developing its audit	Ongoing	Single practitioner
further develop its audit programme to	programme to include patient care record audits.		practice.
include patient care record audits. Audit	Audit results should be documented, and action		
results should be documented, and action	plans developed if required (see page 18). Health		
plans developed if required (see page 18).	and Social Care Standards: My support, my care. I		
Health and Social Care Standards: My	have confidence in the organisation providing my		
support, my care. I have confidence in the	care and support. Statement 4.19		
organisation providing my care and support.			
Statement 4.19			
Recommendation e: The service should	The service is developing its quality improvement	Ongoing	Single practitioner
further develop its quality improvement plan	plan to ensure that all improvement activity		practice.
to ensure that all improvement activity	information is recorded on one document. This		
information is recorded on one document.	should include areas for improvement identified		
This should include areas for improvement	through patient feedback, audits and complaints.		
identified through patient feedback, audits	Completion dates and planned timescales should be		
and complaints. Completion dates and	added to the documented (see page 18). Health and		
planned timescales should be added to the	Social Care Standards: My support, my care. I have		
documented (see page 18). Health and	confidence in the organisation		
Social Care Standards: My support, my care.			
I have confidence in the organisation			

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



providing my care and support. Statement		
4.19		

Name	Jonathan Rhodes	
Designation	CEO Repelenish Beauty	
Signature	May	Date 19 / 06 /2025

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	Version: 1.1	Date: 8 March 2023
template AP		
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	Version: 1.1	Date: 8 March 2023
template AP		
Produced by: IHC Team	Page:7 of 7	Review Date:
Circulation type (internal/external): Internal/External		