

## Action Plan

Service Name:	Mackenzie Aesthetics
Service number:	01122
Service Provider:	Liza Mackenzie
Address:	9 Bayhead, Stornoway, Isle of Lewis, HS1 2DU
Date Inspection Concluded:	3 July 2025

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Requirement 1:</b> The provider must develop a risk assessment and ensure appropriate procedures are in place for the safe disposal of clinical waste, in line with national guidance (see page 21).</p> <p>Timescale – immediate</p> <p><i>Regulation 3(d)(i)(iii)</i>  <i>The Healthcare Improvement Scotland</i>  <i>(Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>I ave spoken to the only clinical waste provider on island he said, will do collection in September and will organise contract, there has been lots of issues with transport of waste.</p>	<p>4 weeks</p>	<p>Liza mackenzie</p>

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<p><b>Requirement 2:</b> The provider must ensure patients' GP, next of kin or emergency contact details are documented appropriately in patient care records. If the patient refused to provide the information, this should be documented (see page 21).</p> <p>Timescale – immediate</p> <p><i>Regulation 4(1) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>This is currently now documented, on clients records.</p>	<p>immediate</p>	<p>Liza mackenzie</p>
<p><b>Requirement 3:</b> The provider must ensure the premises are kept in a good state of repair both externally and internally (see page 21).</p> <p>Timescale – immediate</p> <p><i>Regulation 10(2)(b) The Healthcare Improvement</i></p>	<p>The salon will be refurbished, going forward with landlord.</p>	<p>6 months</p>	<p>Liza Mackenzie</p>

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<p><b>Requirement 4:</b> The provider must ensure patient care records contain appropriate information, detailing initial assessments and treatment plan that the practitioner carried out (see page 21).</p> <p>Timescale – immediate</p> <p><i>Regulation 4(2)(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>This is now of immediate, updated practice.</p>	<p>immediate</p>	<p>Liza Mackenzie</p>
<p><b>Recommendation a:</b> The service should ensure a system is in place to make sure the aims and objectives identified in its business plan are being met (see page 13).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19</p>	<p>Aims and objectives will be met, with business plans, and feedback from clients</p>	<p>3 months</p>	<p>Liza Mackenzie</p>

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<p><b>Recommendation b:</b> The service should develop a formal process of formally reviewing patient feedback in line with its participation policy. Improvements made based on feedback should be shared with patients (see page 15).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19</p>	<p>Feedback will be requested on regular basis.</p>	<p>Immediate</p>	<p>Liza Mackenzie</p>
<p><b>Recommendation c:</b> The service should develop a programme of regular audits to cover key aspects of care and treatment. Audits must be documented and improvement action plans implemented (see page 18).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19</p> <p>This was previously identified as a recommendation in the August 2023 inspection report for MacKenzie Aesthetics</p>	<p>This will be performed regular audits.</p>	<p>Immediate</p>	<p>Liza Mackenzie</p>

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<p><b>Recommendation d:</b> The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement (see page 18).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19</p> <p>This was previously identified as a recommendation in the August 2023 inspection report for MacKenzie Aesthetics</p>	<p>This will be implemented in practice.</p>	<p>immediate</p>	<p>Liza Mackenzie</p>
<p><b>Recommendation e:</b> The service should ensure patient care records contain consent to share information with other healthcare professionals (see page 21).</p> <p>Health and Social Care Standards: My support, my life. I am fully involved in all decisions about my care and support. Statement 2.14</p>	<p>This will be implemented in care records</p>	<p>Immediate</p>	<p>Liza Mackenzie</p>

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Name

Designation

Signature

Date

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

### 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.

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- 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.

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