**Action Plan**

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| Service Name: | Foxy Aesthetics |
| Service number: | 02615 |
| Service Provider: | Eilidh Tillman |
| Address: | 5 Pritchard Crescent, Beauly, IV4 7EU |
| Date Inspection Concluded: | 12 June 2025 |

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| **Requirements and Recommendations** | **Action Planned** | **Timescale** | **Responsible Person** |
| **Requirement 1:** The provider must follow its practicing privileges policy and have practice privileges contracts that describe the governance procedures in place to ensure safe delivery of care with individual responsibility and accountability clearly identified and agreed (see page 13).  Timescale – immediate  Regulation 12(d) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011 | A practising privileges contract has now been put together, discussed and signed by both parties. | Completed | Eilidh Tillman & Lorna Waddell (prescriber) |
| **Requirement 2:** The provider must ensure that all staff working in the service have personal development plans and receive regular individual performance reviews and appraisals (see page 17).  Timescale – immediate  Regulation 12(c)(i) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011 | A staff appraisal document has now been put together to carry out any future development plans, reviews and appraisals. | Completed | Eilidh Tillman |
| **Requirement 3:** The provider must develop effective systems that demonstrate that proactive management of risk (see page 18).  Timescale – by 12 October 2025  Regulation 13(2)(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011 | Monthly audits and risk assessments will be carried out to proactively manage any risks within the clinic. | By 12th October | Eilidh Tillman |
| **Requirement 4:** The provider must ensure patients’ GP, next of kin or emergency contact details and consent for sharing information with the patient’s GP and other healthcare professionals in an emergency are documented in the patient care record (see page 22).  Timescale – immediate  Regulation 4(1) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011 | There has now been a section added to the consent form for patients to add in GP details and consent for their GP to be contacted in the case of an emergency. | Completed | Eilidh Tillman |
| **Requirement 5:** The provider must document the outcome of every consultation with both the practitioner and the prescriber, details of every treatment provided, medicine prescribed and administered to the patient (see page 22).  Timescale – immediate  Regulation 4 (2)(a)(b)(c) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011 | Details of treatments provided, product used and amount administered are always documented already. However Foxy aesthetics and Lorna Waddell (prescriber) will ensure to detail outcomes of consultations more from now on. | Immediately | Eilidh Tillman & Lorna Waddell |
| **Requirement 6:** The provider must implement effective systems that demonstrate that staff working in the service, including staff working under practicing privileges are safely recruited. This must include ensuring that all staff are enrolled in the Protecting Vulnerable Groups (PVG) scheme by the service and that key ongoing checks then continue to be carried out regularly (see page 22).  Timescale – by 12 October 2025  Regulation 8(1) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011 | Foxy Aesthetics now has proof of PVG disclosure document for Lorna Waddell along with proof of registration with NMC.  I will use an umbrella body to obtain a PVG for the prescriber so that the service receives any PVG updates. | Completed | Eilidh Tillman |
| **Requirement 7**: The provider must ensure that, once reconstituted, the botulinum toxin vial is only used for a single patient, during a single treatment session, and that any unused solution is discarded to comply with the manufacturer’s guidance for botulinum toxin. The medicines management policy and toxin policy must also be updated (see page 22).  Timescale – immediate  Regulation 3(d)(iv) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011 | Botulinum toxin is only ever used for one single patient at Foxy Aesthetics. Foxy Aesthetics will ensure to discard any unused product. | Effective Immediately | Eilidh Tillman |
| **Requirement 8:** The provider must ensure that when unlicensed medicines are used that appropriate medicine governance arrangements are in place, including documented rationale for use and informed patient consent (see page 22).  Timescale – immediate  Regulation 3(d)(iv) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011 | The use of bacteriostatic saline (Torbac) has now been added to the consent form to make patients aware that although this product is unlicensed it helps with maintaining sterility, prevents bacterial growth and reduces pain.  Patients will now be asked to consent to Torbac being used. | Effective immediately | Eilidh Tillman |
| **Requirement 9:** The provider must ensure that there is a responsible healthcare professional available in the service who is able to prescribe and administer prescription-only medicines as part of a response to complications or an emergency situation, if required (see page 23).  Timescale – immediate  Regulation 12(a)(b) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011 | Foxy Aesthetics already uses a prescriber for face to face consultations for prescription only medications. Foxy Aesthetics will ensure that the prescriber is available in case of a emergency situation to prescribe emergency solution. | Effective immediately | Eilidh Tillman & Lorna Waddell |
| **Recommendation a:** The service should develop clear and measurable objectives for patients to access (see page 12).  Health and Social Care Standards: My support, my life. I experience high quality care and support that is right for me. Statement 1.19 | Foxy aesthetics will put together a treatment services booklet accessible in the clinic for clients to read through treatment options and prices |  | Eilidh Tillman |
| **Recommendation b:** The service should introduce 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 13). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19 | This will now be implemented to improve services |  | Eilidh Tillman |
| **Recommendation c:** The service should follow its own participation policy for obtaining patient feedback and use this to inform service development (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 | Different forms of patient feedback will now be explored and considered for optimal patient satisfaction |  | Eilidh Tillman |
| **Recommendation d:** The service should develop a programme of regular audits to cover key aspects of care and treatment, including medicines management, infection prevention and control, the safety and maintenance of the care environment and patient care records. Audits should be documented and improvement action plans implemented (see page 18). Health and Social Care Standards: My Support, my life. I have confidence in the organisation providing my care and support. Statement 4.19 | Regular audits and risk assessments will now be carried out |  | Eilidh Tillman |
| **Recommendation e:** The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement (see page 18). Health and Social Care Standards: My Support, my life. I have confidence in the organisation providing my care and support. Statement 4.19 | A quality improvement plan will be implemented |  | Eilidh Tillman |

Name

Designation

Signature Date

Eilidh Tillman

Owner/Practitioner

23/07/25



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| **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.
* 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.