

Action Plan

Service Name:	Angel Face Aesthetics
Organisation Number:	00809
Service Provider:	Angel Face Aesthetics Limited
Address:	1634 Shettleston Road, Glasgow, G32 9AN
Date Inspection Concluded:	08 August 2025

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must ensure a process is in place to contribute to and obtain appraisals for any staff members working under practicing privileges from their respective NHS employer (see page 18).</p> <p>Timescale – immediate</p> <p><i>Regulation 12(c)(I) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	Yearly appraisals and access to personal NHS framework to monitor ongoing development. At this time, we will discuss ongoing aesthetic training needs available and update practicing privileges documentation. This plan has been discussed and agreed with relevant parties.	Immediate	Audrey Hughes
<p>Requirement 2: The provider must ensure patients' next of kin details and consent for sharing relevant information with the patient's GP and other healthcare</p>	Faces APP has next of kin details available within the clients profile information, this will be completed at time of review, consent to share relevant information will be discussed with client and updated	Immediate	Audrey Hughes

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<p>professionals in an emergency are documented in the patient care record (see page 22).</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>within notes section in main profile. GP details are completed within the medical form within the profile.</p>		
<p>Recommendation a: The service should implement a process for measuring, recording and reviewing key performance indicators (see page 12).</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>Monthly reviews of online and QR code reviews and printed out to remain in folder to ensure each point of review is actioned if required. Patient experience and satisfaction will be the focus for the next 12 months to ensure client care and overall experience is measured.</p>	<p>Immediate</p>	<p>Audrey Hughes</p>
<p>Recommendation b: The service should develop a programme of regular audits to cover key aspects of care and treatment. Audits should be documented, and improvement action plans implemented (see page 19).</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>Monthly, quarterly and yearly audits to be carried out using framework to ensure improvements are made, these will be held with an audit folder which will focus on</p> <ul style="list-style-type: none"> Infection prevention and control audits Clinical safety (disposal of sharps) Patient outcomes, Consent and documentation 	<p>Immediate</p>	<p>Audrey Hughes</p>

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Recommendation c: The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement (see page 19). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19	Quality improvement in relation to compliance and documentation will be the focus in the next 12 months, this will ensure that requirement 2 above is implemented and improvement is maintained, To carry this out monthly audits of new clients profiles will be reviewed to ensure all relevant information required is complete, this will ensure improvement is met.	12 months	Audrey Hughes
Recommendation d: 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 22). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.11	Cleaning schedule updated to include COSHH regulations and the use and storage of acticlor tablets and data safety sheet, which will include information such as safe storage, handling and dilution.	Immediate	Audrey Hughes

Name	Audrey Hughes		
Designation	Manager of Angel Face Aesthetics		
Signature	<i>Audrey Hughes</i>	Date	16/09/2025

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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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