

Action Plan

Service Name:	Glamour by Ania. Nurse-led Aesthetics
Service number:	02557
Service Provider:	Anna Narkiewicz
Address:	43 Drum Street, Edinburgh, EH17 8RQ
Date Inspection Concluded:	19 May and 15 July 2025

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Recommendation a: The service should develop formalised aims and objectives with measurable key performance indicators to help monitor how well the service is being delivered (see page 8).</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>	To develop formalised aims and objectives with measurable key performance indicators to help monitor how well the service is being delivered.	Done	Anna Narkiewicz

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<p>Recommendation b: The service should develop and implement a participation policy to document its approach to gathering and using feedback from patients (see page 10).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.8</p>	<p>To write up and implement a participation policy and include service approach to gathering and using feedback from patients.</p>	<p>ASAP</p>	<p>Anna Narkiewicz</p>
<p>Recommendation c: The service should implement a structured approach to gathering and analysing patient feedback to help continually improve the service (see page 10).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.8</p>	<p>To hand out feedback form for all service user.</p>	<p>ASAP</p>	<p>Anna Narkiewicz</p>

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<p>Recommendation d: The service should develop a formal business contingency plan that sets out the arrangements for continuity of care for patients, in the event of the service closing for any reason (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 4.14</p>	<p>To develop a formal business contingency plan.</p>	<p>ASAP</p>	<p>Anna Narkiewicz</p>
<p>Recommendation e: The service should further develop its audit programme to include patient care record audits. Audit results should be documented, and action plans developed, if required (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>To start patient care record audit monthly.</p>	<p>ASAP</p>	<p>Anna Narkiewicz</p>

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Name

Anna Narkiewicz

Designation

Business owner

Signature

Narkiewicz

Date

01 / 09 /2025

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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