

Action Plan

Service Name:	Ash Aesthetics
Organisation Number:	02186
Service Provider:	Ashley Ritchie
Address:	Broombank, Ecclesgreig Road, St Cyrus, Montrose, DD10 0BH
Date Inspection Concluded:	16 September 2025

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a: The service should develop a formal process for reviewing patient feedback. This should include informing patients how their feedback has been used to improve the service (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	The service will implement a structured feedback review system, where all patients' comments- both positive and constructive – are recorded and reviewed quarterly, and acted upon. Any areas for improvement will be identified, with clear actions and timescales for change.	Within one month	Ashley Ritchie
Recommendation b: The service should ensure that complaints information displayed in the clinic is correct and up to date (see page 15). Health and Social Care Standards: My support, my life. I have confidence in the	The service has added the contact details of the service provider to the complaints policy already displayed in clinic.	Completed	Ashley Ritchie

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:1 of 3	Review Date:
Circulation type (internal/external): Internal/External		

organisation providing my care and support. Statement 4.20			
Recommendation c: The service should ensure that COSHH assessments are completed and in place (see page 16). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.27	The service will ensure that comprehensive COSHH risk assessments are consistently conducted as part of all scheduled audits.	Within one month	Ashley Ritchie
Recommendation d: The service should develop a checklist to capturing the regular checks on expiry dates of single-use equipment (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	The service will establish a checklist to routinely monitor the expiry dates of single-use equipment provided to patients.	Within one month	Ashley Ritchie

Name	A Ritchie		
Designation	Clinic Manager		
Signature	A Ritchie	Date	28/10/25

Guidance on completing the action plan.

File Name: IHC Inspection Post Inspection - Action Plan template AP	Version: 1.1	Date: 8 March 2023
Produced by: IHC Team	Page:2 of 3	Review Date:
Circulation type (internal/external): Internal/External		

- **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.

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