

Action Plan

Service Name:	Atelier Clinic	
Service number:	02079	
Service Provider:	Villow Tree Aesthetics Limited	
Address:	10-16 Grange Street, Kilmarnock, KA1 2AR	
Date Inspection Concluded:	23 September 2025	

Requirements and Recommendations		Action Planned	Timescale	Responsible Person
Requirement 1: The provider must ensure		duled time to meet each individual practitioner	Immediate	Allan Sharpe
all staff receive regular performance reviews	with p	oracticing privileges.		
and appraisals to make sure that their job		rtake performance review and set personal		
performance is documented and evaluated	devel	lopment plans.		
(see page 17).				
Timescale – immediate				
Regulation 12(c)(i) The Healthcare				
Improvement Scotland (Requirements as to				
Independent Health Care Services)				
Regulations 2011				
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Requirement 2: The provider must develop effective systems that demonstrate the proactive management of risks to patients and staff. This must include: (a) a comprehensive risk register, and (b) appropriate risk assessments to protect patients and staff (see page 18). Timescale – by 23 January 2026	Implement risk register along with appropriate risk assessment including by not limited to lone worker policy	28/01/26	Allan Sharpe
Regulation 13(2)(a) The Healthcare			
Improvement Scotland (Requirements as to			
Independent Health Care Services)			
Regulations 2011			
Recommendation a: The service should	Incorporate service vision into website and within the	28/02/26	Allan Sharpe
ensure that information about the service's	clinic environment ensure that it is available to patients		
vision is available to patients (see page 10).			
Health and Social Care Standards: My			
support, my life. I have confidence in the			
organisation providing my care and support.			
Statement 4.19			

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Recommendation b: The service should	Identify key performance indicators such as	28/02/2025	Allan Sharpe
develop and implement a process for	complications, returning patients and benchmark against similar services.		
measuring, recording and reviewing key	agamet emmar eer viese.		
performance indicators (see page 11).			
Health and Social Care Standards: My			
support, my life. I have confidence in the			
organisation providing my care and support.			
Statement 4.19			
Recommendation c: The service should	Schedule staff meeting for first week in February and	28/02/2025	Allan Sharpe
formalise staff meetings, record a summary	document and for action plan based on discussion.		
of discussions in meetings and any actions			
arising from staff meetings including those			
responsible for the actions. Minutes should			
be shared with all staff (see page 12)			
Health and Social Care Standards: My			
support, my life. I have confidence in the			
organisation providing my care and support.			
Statement 4.19			

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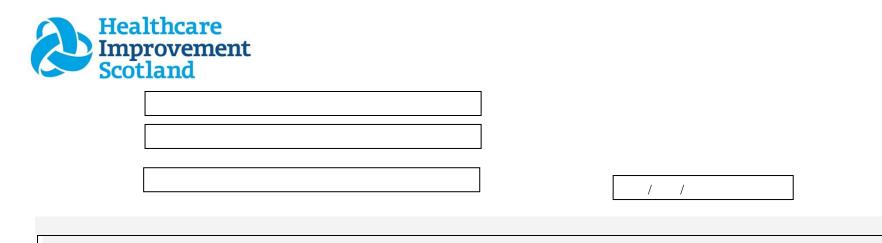
Recommendation d: The service should ensure botulinum toxin is used in line with the manufacturer's and best practice guidance and update its medicines management policy to accurately reflect the processes in place (see page 18). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.11	Undertaken: staff reminded to review the EMC of product used and ensure they are used in line with manufacturers instructions.	01/11/2025	Allan Sharpe
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	Following discussions with stake holder develop and quality improvement plan	28/03/2025	Allan Sharpe

Name: Allan Sharpe

Designation: Service Manager

Signature:

Date 09/11/2025



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.
- 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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