

Action Plan

Service Name:	The Smile Boutique
Organisation Number:	02061
Service Provider:	AAA BDS Ltd
Address:	238 Ayr Road, Newton Mearns, Glasgow, G77 6AA
Date Inspection Concluded:	27 August 2025

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Requirement 1: The provider must: a) develop a medicine management policy that sets out how medicines will be safely managed in the service and identifies who is responsible for each stage of the process, and b) review and update its controlled drugs policy to detail how controlled drugs will be controlled from receipt to disposal (see page 15). Timescale – by 4 December 2025 <i>Regulation 3(d)(iv)</i>	Medicine management policy has been formed detailing responsible people for each stage.	21/10/2025	Principal Dentist, Practice Manager

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<i>The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i>			
Requirement 2: The provider must produce and publish a duty of candour report each year and make this available to patients (see page 15). Timescale – by 4 December 2025 <i>Regulation 5(2) The Healthcare Improvement Scotland (Inspections) Regulations 2011</i>	Duty of Candour report completed and displayed at reception.	20/10/2025	Principal Dentist
Requirement 3: The provider must ensure that the clinical team performing sedation-related cases undertakes sedation-related emergency training either every 6 months or before ad hoc sedation-related cases are carried out (see page 16). Timescale – immediate <i>Regulation 12(c)(ii) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i>	All staff will receive appropriate training prior to a sedation case being booked in by the sedationist planned to carry out the procedure. We are also arranging medical emergencies and basic life support training, alongside sedation training with TTC Medical – dates to be confirmed.	20/10/2025	Practice Manager
Recommendation a: The service should create a standardised agenda template with regular operational standing agenda items that will be discussed and monitored at every meeting (see page 10).	Standardised template for meetings has been populated and saved in shared area on computer for use in meetings.	23/10/2025	Practice Manager
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Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support.
Statement 4.19

Name Fozia Mohammad

Designation Practice Manager

Signature Fozia Mohammad

Date 21/10/2025

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.