

Action Plan

Service Name:	SkinZ Aesthetics
Organisation Number:	01550
Service Provider:	SkinZ Aesthetics Limited
Address:	13 Eaglesham Road, Clarkston, G76 7BU
Date Inspection Concluded:	09 October 2025

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must ensure that the Wimpole Clinic updates its website to refer to Healthcare Improvement Scotland as the regulatory body for services that are delivered in Scotland (see page 14).</p> <p>Timescale – immediate</p> <p><i>Regulation 15(6)(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	Wimpole Clinic have been notified about the change to their website and to make sure Healthcare Improvement Scotland is added as the regulatory body which has now been done. We have requested that Wimpole Clinic add this to the Glasgow section of the website.	Immediate	Zarah Nosratzadeh and practice manager of Wimpole Clinic
<p>Recommendation a: The service should develop formalised aims and objectives with measurable key performance indicators to</p>	For this recommendation we will develop a KPI to monitor the level of service offered both to Wimpole Clinic patients and continue to add to SkinZ Aesthetics' KPIs.	1- 3 months	Zarah Nosratzadeh and practice manager of Wimpole Clinic

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<p>help monitor how well the service is being delivered (see page 11).</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>One of the ways we will implement this is to liaise with Wimpole Clinic to assess their Trust pilot reviews from patients and to liaise with members of the Wimpole Clinic team to assess patient journeys and have a measurable benchmark for patient experience</p>		
<p>Recommendation b: The service should implement formal meetings with a Wimpole representative and formally document discussions, actions taken and those responsible for taking forward any actions (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>The owner of Skinz Aesthetics and Wimpole Clinic will meet once per month to implement a monthly formal meeting and document the discussions, actions taken and those accountable for the meeting</p>	<p>Implement December 2025 and continue monthly meeting</p>	<p>Zarah Nosratzadeh and practice manager of Wimpole Clinic</p>
<p>Recommendation c: The service should ensure that specific feedback from patients who receive Wimpole services in the clinic is shared with the service manager (see page 14).</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>This recommendation shall be shared at the monthly meeting with Wimpole in order to share the customer experiences that Wimpole have provided</p>	<p>Implement December 2025 and continue monthly meeting</p>	<p>Zarah Nosratzadeh and practice manager of Wimpole Clinic</p>
<p>Recommendation d: The service should review its infection prevention and control policy to make sure sufficient information and guidance is included on standard</p>	<p>During the inspection we were advised that our infection prevention and control was of an extremely high standard. Furthermore, we were also advised that our policies were of an extremely high standard.</p>	<p>December 2025</p>	<p>Zarah Nosratzadeh</p>
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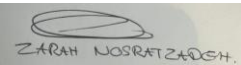
<p>infection control precautions, and that the policy references current national infection prevention and control guidance and standards (see page 17).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.11</p>	<p>We will add references to reflect current national infection prevention and control guidance and standards</p>		
<p>Recommendation e: The service should review all policies and procedures to ensure they clearly outline the purpose of the policy, reference relevant national guidance and give clear instructions on individuals' roles, responsibilities and tasks (see page 17).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.11</p>	<p>As with recommendation d we will review the policies and procedures and make sure each individual has clear instructions, responsibilities and tasks</p>	<p>December 25</p>	<p>Zarah Nosratzadeh</p>
<p>Recommendation f: The service should update its complaints policy to provide clear guidance on how all patient complaints will be dealt with. The policy should be made available on the service's website for easy access by patients (see page 18).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.20</p>	<p>The complaints policy will be amended to outline the guidance on how patient complaints will be dealt with a reference to the service website.</p>	<p>December 25</p>	<p>Zarah Nosratzadeh</p>
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<p>Recommendation g: The service should ensure all staff have received training relevant to their role, including duty of candour, basic life support and safeguarding (public protection) (see page 18).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the people who support and care for me. Statement 3.20</p>	<p>All staff have received training for relevant to their role, including duty of candour, basic life support and safeguarding</p>	<p>Immediate</p>	<p>Zarah Nosratzadeh</p>
<p>Recommendation h: The service should ensure fridge temperature checks are recorded along with any actions required or taken to comply with national guidance for temperature-sensitive medicines (see page 18).</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>Temperature checks recorded manually</p>	<p>Immediate</p>	<p>Zarah Nosratzadeh</p>
<p>Recommendation i: The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement (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>We have a developed and implemented a quality improvement plan already in place, however, we will review our measures of improvement</p>	<p>December 25</p>	<p>Zarah Nosratzadeh</p>

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<p>Recommendation j: The service should review its business continuity plan to ensure it sets out the arrangements for continuity of care for patients, in the event of the service closing for any reason (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 4.14</p>	<p>The business continuity plan will be updated in the event of the service closing</p>	<p>December 26</p>	<p>Zarah Nosratzadeh</p>
<p>Recommendation k: The service should expand its current programme of risk assessments to ensure that all relevant aspects of environmental and clinical risk are included. Each risk assessment should also include a risk management plan and review date (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 4.14</p>	<p>The risk assessment plan will include relevant aspects of environmental and clinical risk with a management plan and annual review date</p>	<p>December 26</p>	<p>Zarah Nosratzadeh</p>
<p>Recommendation l: The service should ensure all hand towel dispensers are wall mounted in line with national infection prevention and control guidance (see page 22).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.11</p>	<p>All hand towels are wall mounted in line with guidance</p>	<p>Immediate</p>	<p>Zarah Nosratzadeh</p>

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Name	Zarah Nosratzadeh		
Designation	Director		
Signature		Date	27/11/25

- **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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