

Action Plan

Service Name:	Veincentre
Service number:	01438
Service Provider:	Veincentre Ltd
Address:	234 West George Street, Glasgow, G2 2ND
Date Inspection Concluded:	18 November 2025

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must ensure that the damaged flooring in clinical areas is replaced to allow for its effective decontamination (see page 26).</p> <p>Timescale – immediate</p> <p>Regulation 3(d)(i) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p>	<p>The damaged flooring in the clinical areas was immediately repaired following the inspection on 18 November 2025.</p> <p>The repair work was carried out by Ace Joinery & Construction (Scot) Ltd and completed on 29 November 2025.</p> <p>This ensures all clinical floors are now fully intact, cleanable, and compliant with infection prevention and control standards. A photograph of the repaired flooring is attached as evidence.</p>	<p>Immediate</p> <p>Completion date 29th November 2025</p>	<p>Operations Director</p>

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Name

Zoe Middleton

Designation

Regional Clinic Manager

Signature

Z. Middleton

Date

13 / 01 /2026

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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