



Healthcare
Improvement
Scotland

Inspections
and reviews
To drive improvement

Unannounced Focused Inspection Report: Independent Healthcare

Service: Elite Clinic of Aesthetics, Glasgow

Service Provider: Elite Clinic of Aesthetics Ltd

11 November 2025

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1 A summary of our inspection

Background

Healthcare Improvement Scotland is the regulator of independent healthcare services in Scotland. As a part of this role, we undertake risk-based and intelligence-led inspections of independent healthcare services.

Our focus

The focus of our inspections is to ensure each service is person-centred, safe and well led. We evaluate the service against the National Health Services (Scotland) Act 1978 and regulations or orders made under the Act, its conditions of registration and Healthcare Improvement Scotland's Quality Assurance Framework. We ask questions about the provider's direction, its processes for the implementation and delivery of the service, and its results.

About our inspection

We carried out an unannounced inspection to Elite Clinic of Aesthetics on Tuesday 11 November 2025. The purpose of the inspection was to make sure the service was delivering care safely to patients, in relation to the safe and secure handling of medicines and patient care records. We reviewed patient records and medicine storage arrangements and spoke with the service manager, as well as the service's nurse. This was our first inspection to this service.

Based in Glasgow, Elite Clinic of Aesthetics is an independent clinic providing non-surgical and laser treatments.

The inspection team was made up of two inspectors.

What we found and inspection grades awarded

For Elite Clinic of Aesthetics, the following grades have been applied.

Results	<i>How well has the service demonstrated that it provides safe, person-centred care</i>
Summary findings	Grade awarded
The service is set in modern premises in a good state of repair. The service was able to demonstrate the arrangements in place for the legitimate supply of medicine. The clinic must be kept clean and tidy at all times. Significant improvement is required in record-keeping. All dispensed medications must be correctly labelled. Medicine refrigerators must only be used to store medicines	✓ Satisfactory

Grades may change after this inspection due to other regulatory activity. For example, if we have to take enforcement action to improve the service or if we investigate and agree with a complaint someone makes about the service.

More information about grading can be found on our website at: [Guidance for independent healthcare service providers – Healthcare Improvement Scotland](#)

Further information about the Quality Assurance Framework can also be found on our website at: [The quality assurance system and framework – Healthcare Improvement Scotland](#)

What action we expect Elite Clinic of Aesthetics Ltd to take after our inspection

The actions that Healthcare Improvement Scotland expects the independent healthcare service to take are called requirements and recommendations.

- **Requirement:** A requirement is a statement which sets out what is required of an independent healthcare provider to comply with the National Health Services (Scotland) Act 1978, regulations or a condition of registration. Where there are breaches of the Act, regulations or conditions, a requirement must be made. Requirements are enforceable.
- **Recommendation:** A recommendation is a statement which sets out what a service should do in order to align with relevant standards and guidance.

This inspection resulted in four requirements and one recommendation.

Results	
Requirements	
1	<p>The provider must ensure that the premises are kept clean and tidy at all times so they are suitable for the purpose of the independent healthcare service at all times (see page 10).</p> <p>Timescale – immediate</p> <p><i>Regulation 10(2)(a)</i> <i>The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>
2	<p>The provider must ensure that all patients have a complete and accurate patient care record (see page 10).</p> <p>Timescale – immediate</p> <p><i>Regulation 4(1)</i> <i>The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>

Results (continued)	
Requirements	
3	<p>The provider must ensure that all medicine that is dispensed is correctly labelled (see page 10).</p> <p>Timescale – immediate</p> <p><i>Regulation 3(d)(iv)</i> <i>The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>
4	<p>The provider must ensure that that medicine is stored in designated medical refrigerators at all times. No other items can be stored with medicine (see page 10).</p> <p>Timescale – immediate</p> <p><i>Regulation 3(d)(iv)</i> <i>The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>
Recommendation	
a	<p>The service should implement a single system for recording care and treatments given to all of its patients (see page 10).</p> <p>Health and Social Care Standards: My life, my support. I have confidence in the organisation providing my care and support. Statement 4.27</p>

An improvement action plan has been developed by the provider and is available on the Healthcare Improvement Scotland website:

[Find an independent healthcare provider or service – Healthcare Improvement Scotland](#)

Elite Clinic of Aesthetics Ltd, the provider, must address the requirements and make the necessary improvements as a matter of priority.

We would like to thank all staff at Elite Clinic of Aesthetics for their assistance during the inspection.

2 What we found during our inspection

Key Focus Area: Results

Domain 6: Relationships	Domain 7: Quality control
<i>How well has the service demonstrated that it provides safe, person-centred care?</i>	

Our findings

The service is set in modern premises in a good state of repair. The service was able to demonstrate the arrangements in place for the legitimate supply of medicine.

The clinic must be kept clean and tidy at all times. Significant improvement is required in record-keeping. All dispensed medications must be correctly labelled. Medicine refrigerators must only be used to store medicines.

The service had:

- a large shop front window
- a small reception area
- a storage room
- a toilet, and
- two treatment rooms.

The environment was modern and was in good general repair. Equipment appeared clean. A laser machine was stored in the hall and we saw an appropriate risk assessment in place for this to maintain patient safety. Treatment rooms were well equipped and were lockable.

The service was able to demonstrate that it had a legitimate supply of medicines and well-established links with a local specialist pharmacy. We saw invoices from the pharmacy for the specific medicines the service required.

Medicines were stored in line with the manufacturer's instructions.

What needs to improve

The clinic environment appeared quite disorganised. We saw:

- a floor mop and brush were leaning against the wall
- patients in the clinic receiving treatment while some waited on their appointment
- the reception area was untidy – boxes, power cords and charging cables were seen on the floor, which may have presented hazards, and
- the treatment rooms were untidy.

We were told that the cleaner was due in on the day of our inspection. However, the clinic environment should be clean and tidy at all times (requirement 1).

During our inspection, we saw that some patient care records were missing or incomplete. While the practitioners were able to recall individuals and treatments, all patient care records must be completed and up to date (requirement 2).

We saw that some medicines had been dispensed in the clinic for a specific patient. These medicines had not been labelled correctly. While medicines are intended for use in the clinic, they must be labelled with the following once dispensed:

- date of dispensing
- directions for use
- name and address of the supplying pharmacy or clinic
- name of the medicine
- patient name, and
- precautions to take for the use of the medicine (requirement 3).

A fridge located inside a cupboard in the corridor contained medication, as well as cans of staff members' soft drinks. We were told that when medication was delivered from the pharmacy, patients may be waiting in the treatment rooms. The service would then temporarily store the medication in the hall fridge until the treatment rooms could be accessed. Medication must be stored in a fridge designed for the purpose and only used for the purposes of storing medication (requirement 4).

At the time of our inspection, the service was newly registered and in the process of consolidating patient care records on a new electronic system.

Records had previously been stored in a paper-based system, as well as an electronic system from a different provider. The service would benefit from having all patient care records in one place (recommendation a).

Requirement 1 – Timescale: immediate

- The provider must ensure that the premises are kept clean and tidy at all times so they are suitable for the purpose of the independent healthcare service at all times.

Requirement 2 – Timescale: immediate

- The provider must ensure that all patients have a complete and accurate patient care record.

Requirement 3 – Timescale: immediate

- The provider must ensure that all medicine that is dispensed is correctly labelled.

Requirement 4 – Timescale: immediate

- The provider must ensure that that medicine is stored in designated medical refrigerators at all times. No other items can be stored with medicine.

Recommendation a

- The service should implement a single system for recording care and treatments given to all of its patients.

Appendix 1 – About our inspections

Our quality of care approach and the quality assurance framework allows us to provide external assurance of the quality of healthcare provided in Scotland.

Our inspectors use this approach to check independent healthcare services regularly to make sure that they are complying with necessary standards and regulations. Inspections may be announced or unannounced.

We follow a number of stages to inspect independent healthcare services.



More information about our approach can be found on our website:

[The quality assurance system and framework – Healthcare Improvement Scotland](#)

Complaints

If you would like to raise a concern or complaint about an independent healthcare service, you can complain directly to us at any time. However, we do suggest you contact the service directly in the first instance.

Our contact details are:

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1 South Gyle Crescent

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