

Action Plan

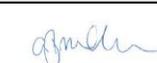
Service Name:	International Medical Management
Organisation Number:	00675
Service Provider:	International Medical Management Inc. Ltd
Address:	Alliance House, 11 Bon Accord Square, Aberdeen, AB11 6DJ
Date Inspection Concluded:	28 January 2026

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must notify Healthcare Improvement Scotland of certain matters as noted in the notification guidance and in specified timeframes (see page 20).</p> <p>Timescale – immediate</p> <p><i>Regulation 5(1)(b) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	The relevant notification has been made to HIS and IMM have taken note of this requirement going forward	Immediate/Complete	Operations Manager
<p>Requirement 2: The provider must ensure patients' next of kin or emergency contact details are documented appropriately in patient care records. If the patient refuses</p>	A separate form will be created for self-sponsor patients to complete when attending for their appointment.	26 April 2026	Operations Manager

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<p>to provide the information, this should be documented (see page 25).</p> <p>Timescale – by 26 April 2026</p> <p><i>Regulation 4(1) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>			
<p>Requirement 3: The provider must ensure that appropriate Disclosure Scotland background checks and health clearance checks are carried out: (a) on all staff before they begin working in the service, and (b) on all staff currently working in the service. Checks must be recorded and retained on staff files (see page 25).</p> <p>Timescale – by 26 April 2026</p> <p><i>Regulation 9 The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>IMM have completed all clinical staff background checks now, all that remain are some non-clinical members of staff. Applications will all be submitted by the deadline.</p>	<p>26 April 2026</p>	<p>HR</p>
<p>Recommendation a: The service should implement a freedom-to-speak-up-guardian to make it easy for staff to raise any concerns or queries (see page 15).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the</p>	<p>An individual has been identified for this role and will be in place shortly</p>	<p>Q2 2026</p>	<p>HR</p>
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people who support and care for me. Statement 3.2			
<p>Recommendation b: The service should develop a process of keeping patients informed of the impact their feedback has on the service (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 4.19</p>	Feedback is collected and regularly reviewed – further thought will be given as to how patients will be involved in terms of how their feedback has shaped our service.	2026	Operations Manager
<p>Recommendation c: The service should have a process in place to document when medications are checked (see page 25).</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>	A new column has been added to our stock check spreadsheet indicating when medications have been checked.	Immediate/Complete	Nurse Manager

Name	Alistair Melvin	
Designation	Operations Manager	
Signature		
	Date	13/03/2026

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- **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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