

## Action Plan

Service Name:	The Aesthetic Rooms Greenock
Service number:	02633
Service Provider:	The Aesthetic Rooms Greenock Ltd
Address:	6 George Square, Greenock, PA15 1QP
Date Inspection Concluded:	18 February 2026

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Requirement 1:</b> The provider must ensure that patient care records are readily available to all healthcare staff involved in meeting patients' health and welfare needs (see page 17).</p> <p>Timescale – immediate</p> <p><i>Regulation 4(3)(b) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>An immediate action has been implemented to ensure that all patient care records are readily accessible to every member of healthcare staff involved in patient care, including the clinic manager. Access to the aesthetics nurse software platform has been standardised across the team, with shared password protocols established to guarantee that patient records can be securely and consistently accessed when required. This ensures continuity of care, supports safe clinical decision-making, and aligns with Health Improvement Scotland requirements.</p> <p>The clinic owner, Ashleigh Vilela, holds overall responsibility for ensuring compliance with this requirement and has overseen the implementation of these measures with immediate effect. Clinic Manager Danielle Roberts, Clinic Manager will keep</p>	immediate	Ashleigh Vilela Danielle Roberts

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	<p>a data base of software log in details per practitioner that is password protected. All staff will have the password/access.</p> <p>Ongoing monitoring will be carried out to confirm that all practitioners can reliably access patient records at all times, and that access systems remain functional, secure, and fit for purpose.</p>		
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Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Recommendation a:</b> The service should ensure that information about the service's vision and aims and objectives are available to its patients (see page 10).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.6</p>	<p>To strengthen clarity and transparency of our service and vision aims, we will formally define and document our mission, values, and service standards to ensure they reflect our commitment to safe, high-quality, and patient-centred care. These aims will guide all clinical and non-clinical practices within the clinic, ensuring consistency in patient experience, professionalism, and outcomes. All team members will be briefed on these principles to ensure they are embedded into daily practice and communicated effectively to patients at every stage of their journey.</p> <p>To ensure accessibility for patients, our vision statement will be clearly displayed within the clinic environment alongside a comprehensive service</p>	immediate	Danielle Roberts

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	<p>menu outlining available treatments and care options. In addition, this information will be made readily available across our social media platforms, allowing patients to easily understand our ethos, services, and standards before attending. This approach supports informed decision-making, promotes transparency, and ensures our service and vision aims are visible, accessible, and consistently communicated.</p>		
<p><b>Recommendation b:</b> The service should:</p> <p><i>(a) further develop the mandatory training list to include other governance training, and (b) monitor and document the completion of the modules by staff (see page 17).</i></p> <p>Health and Social Care Standards: My support, my life. I have confidence in the people who support and care for me. Statement 3.14</p>	<p>To further develop our mandatory training framework at The Aesthetic Rooms Greenock, we will implement a structured and comprehensive training matrix that clearly outlines all required competencies for each practitioner role. This matrix will be aligned directly with the services we provide and advertise, ensuring that all staff are appropriately trained, competent, and working within their scope of practice. Each practitioner's training record will be formally documented, reviewed, and verified to ensure it reflects current qualifications and clinical responsibilities.</p> <p>Training requirements will be reviewed and updated on an annual basis to ensure they remain relevant, up to date with industry standards, and reflective of any new treatments introduced within the clinic.</p> <p>All Practitioners will keep record in staff files on all mandatory trainings they attend with their NHS roles. Each practitioner will be responsible for keeping this up to date.</p>	<p>Immediate</p>	<p>Danielle Roberts</p>
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	<p>Ongoing monitoring will be carried out to ensure compliance, with any gaps in training identified and addressed promptly. This approach ensures that all formal documentation is accurate, consistent, and aligned with the services delivered, supporting safe practice, regulatory compliance, and high standards of patient care.</p>		
<p><b>Recommendation c:</b> The service should implement a process to measure its own performance by benchmarking against similar services and national standards (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>To strengthen evaluation of our own performance, we will implement a structured approach to benchmarking against similar aesthetic services within the local area, as well as relevant national standards and best practice guidance. This will allow us to identify areas of strength and opportunities for improvement, ensuring our services remain competitive, safe, and of a high standard. Regular reviews will be conducted to compare outcomes, service delivery, and patient experience against these benchmarks.</p> <p>In addition, we will continue to actively gather and review patient and client feedback through consultations, follow-ups, and digital platforms to inform service development. We will also monitor the popularity and demand of our treatments to ensure resources are allocated effectively and that we are meeting patient needs. Particular attention will be</p>		

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	<p>given to identifying and supporting patients who may require additional care, ensuring their needs are recognised and met with the highest standard of personalised, compassionate care. This ongoing cycle of feedback, review, and adaptation will support continuous improvement across all aspects of the service.</p>		
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Name	Danielle Roberts	
Designation	Clinic Manager	
Signature	Danielle Roberts	Date <input data-bbox="1339 869 1697 917" type="text" value="01 / 04 /2026"/>

**In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.**

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**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.
- 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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