

Ms Alana Rosero
Clinique De Visage Limited.
Farries
Kirk & Mcvean
Dumfries Enterprise Park
Heathhall, Dumfries
DG1 3SJ

8 October 2026
Service ref: 03370 - enf-01008

Dear Ms Rosero

IMPROVEMENT NOTICE - SECTION 10R NATIONAL HEALTH SERVICE (SCOTLAND) ACT 1978
CLINIQUE DE VISAGE LIMITED, 77 BUCCLEUCH STREET, DUMFRIES, DG1 2AB

Healthcare Improvement Scotland has concluded that Clinique De Visage Limited, 77 Buccleuch Street, Dumfries, DG1 2AB is not operating in accordance with requirements or conditions imposed by or under the Act, or the requirements of Regulations made under the Act. Healthcare Improvement Scotland hereby gives you notice that unless there is a significant improvement in provision of the service, it intends to make a proposal to cancel your registration in terms of section 10S of the Act. The nature of the improvements to be made, and the period within which they must be made, are specified in Schedule 1.

Please also note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in the Healthcare Improvement Scotland proceeding to make a proposal to cancel registration.

A copy of this notice has been published on the Healthcare Improvement Scotland website

Please contact me if you would like to discuss this notice, or if there is anything in the notice you do not understand.

Yours sincerely



Kevin Freeman-Ferguson
Head of Regulation

Schedule 1

The improvements required by the Improvement Notice dated 8 October 2026 are

1. By 6 November 2026, you must ensure that all patient information including initial face-to-face consultations is documented in patient care records. **Regulation 2 (a)(b)(c), The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**
2. By 6 November, you must improve the standard of record keeping in patient care records to ensure they contain a record of the outcome of the consultation, assessment, treatment and the pre and post care advice given to patients. Records must be signed dated and timed by the practitioner. **Regulation 4(2)(a)(b)(c), The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**
3. By 6 November, you must ensure that, once reconstituted, the botulinum toxin vial is only used for a single patient, during a single treatment session, and that any unused solution is discarded to comply with the manufacturer's guidance for botulinum toxin. **Regulation 3(d)(iv), The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**
4. By 6 November, you must ensure that any stock emergency medication that it holds can be prescribed to individual patients. **Regulation 3(d)(iv), The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**
5. By 6 November, you must ensure there is an effective system in place to monitor and audit medicines that are held in stock to ensure that expiry dates for these medicines remain in-date. **Regulation 3(d)(iv), The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**
6. By 6 November, you must ensure that as an independent clinic, any stock of medication that it holds must only be prescribed to individual patients using the service. **Regulation 3(d)(iv), The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**
7. By 6 November, you must follow the medicine manufacturer's guidance at all times, in relation to the storage and disposal of the medicine. **Regulation 3(d)(iv), The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**
8. By 6 November, you must ensure that when unlicensed medicines are used, such as Botulinum toxin reconstituted using bacteriostatic saline, that good medicine governance arrangements are in place, including documented rationale for use and informed patient consent. **Regulation 3(d)(iv), The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011**

9. By 6 November, you must ensure that medicines held as stock are ordered and prescribed appropriately for the clinic. **Regulation 3(d)(iv), The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**
10. By 6 November, you must ensure that a responsible healthcare professional able to prescribe and administer prescription-only medicines is onsite when dermal filler treatments are being undertaken as part of a response to complications and/or an emergency. **Regulation 12(a)(b), The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**
11. By 6 November, you must ensure that all patient information and records of treatments for one patient are kept together in one single patient care record. **Regulation 4(3)(b), The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**