Action Plan

Service Name:	The Stockbridge Clinic
Service number:	01025
Service Provider:	Face Clinic Medical Ltd
Address:	47 Dean Street, Edinburgh, EH4 1LL
Date Inspection Concluded:	16 September 2026

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Requirement 1. The provider must ensure that appropriate Control of Substances Hazardous to Health (COSHH) signage is displayed in areas where hazardous substances are stored and these areas are limited to staff access only (see page 20). Timescale – immediate *Regulation 3(a)* *The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011*	Installation of lock to cleaning cupboard Addition of hazardous health signage on door where cleaning products are stored	Within 4 weeks	Managing Director

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
Recommendation a. The service should ensure that patients are kept informed of any changes or improvements made to the service as a result of their feedback (see page 13). Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.8	Biannual email campaigns planned to update service users of changes	Within 6 months	Managing Director

Name Dr Jack Henderson

Designation Managing Director

Signature Dr Jack Henderson

Date 24/ 10 /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.
- 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.