# Action Plan

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| Service Name: | Face Factor Aesthetics |
| Organisation Number: | 01251 |
| Service Provider: | Skintech Aesthetics and Medispa Limited |
| Address: | 13 Milburn Street, Aberdeen, AB11 6SS |
| Date Inspection Concluded: | 3 September 2026 |

| Requirements and Recommendations | Action Planned | Timescale | Responsible Person |
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| **Requirement 1:** The provider must ensure that fire safety equipment is regularly checked and replaced when required (see page 22).<br><br>Timescale – immediate<br><br>*Regulation 3a*<br>*The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011* | The responsible person with arrange fire risk assessment | Immediate | Josephine Ma |

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| **Recommendation a**: The service should further develop formalised objectives with measurable key performance indicators to help monitor how well the service is being delivered (see page 18).<br><br>Health and Social Care Standards: My Support, my life. I have confidence in the organisation providing my care and support. Statement 4.7<br><br>This was previously identified as a recommendation in the 13 February 2026 inspection report for Face Factor Aesthetics. | Update website to clearly outline the aims and objectives(i.e. all patients will follow the R3 approach and have notes to reflect that). | 3 months | Josephine Ma |
| **Recommendation b**: The service should follow its own participation policy for obtaining patient feedback and use this to inform service development (see page 20).<br><br>Health and Social Care Standards: My Support, my life. I have confidence in the organisation providing my care and support. Statement 4.19 | Update policy, Participation and feedback form via QR code for feedback | 3 months | Josephine Ma |

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| **Recommendation c**: The service should monitor and evaluate improvements made to determine whether actions taken have led to the intended improvement. Improvements should be shared with patients (see page 20).<br><br>Health and Social Care Standards: My Support, my life. I have confidence in the people who support and care for me. Statement 3.14 | Through patient feedback as per participation policy | 6 months | Josephine Ma |
| **Recommendation d**: The service should ensure that all policies reflect Scottish legislation and best practice guidance (see page 22).<br><br>Health and Social Care Standards: My Support, my life. I have confidence in the organisation providing my care and support. Statement 4.19 | Add in references/legislations to support policies. Such as, Duty of candour policy , add in The Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016 (The Act) and The Duty of Candour Procedure (Scotland) Regulations 2018 (the Regulations) set out a new Duty of Candour. | 3 months | Josephine Ma |

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| **Recommendation e**: The service should develop a training and education policy that lists the mandatory training that should be completed. Systems should be in place to monitor, record and evidence any training that has been completed. This should include clinical training to ensure patient safety, as well as governance procedures, such as those for:<br>• (a) complaints management<br>• (b) complications management<br>• (c) duty of candour<br>• (d) infection prevention, and<br>• (e) safeguarding (see page 23).<br><br>Health and Social Care Standards: My Support, my life. I have confidence in the people who support and care for me. Statement 3.19 | Add in Mandatory training list | 3 months | Josephine Ma |
| **Recommendation f**: The service should further develop its audit programme to include audits of infection control and medication (see page 24).<br><br>Health and Social Care Standards: My Support, my life. I have confidence in the organisation providing my care and support. Statement 4.19 | To complete infection control and medication audit | 6 months | Josephine Ma |

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| **Recommendation g**: The service should expand the range of risk assessments carried out to ensure all risks to patients and staff have been identified and are being managed (see page 24).<br><br>Health and Social Care Standards: My Support, my life. I have confidence in the organisation providing my care and support. Statement 4.14 | Add slips trips and falls, electrical and fire safety in the risk register( fire risk assessment ), electrical safety assessment( certificate due renewal Jan 2027) | 3 months | Josephine Ma |
| **Recommendation h**: The service should ensure that consent from patients is documented for the sharing of information with their GP and next of kin in an emergency. If the patient refuses, this should also be documented in the patient care record (see page 27).<br><br>Health and Social Care Standards: My Support, my life. I am fully involved in all decision about my care and support. Statement 2.14 | Will update consent forms to include the option for sharing information with patient's GP | Immediate | Josephine Ma |

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| Name | Josephine Ma | | |
| Designation | Medical director | | |
| Signature | JM | Date | 1/11/2026 |

**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 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.