

Action Plan

Service Name:	Vicsan Aesthetics
Service Number:	00911
Service Provider:	Vicki Guthrie
Address:	The Dollshouse, 322A North Deeside Road, Cults, Aberdeen, AB15 9SE
Date Inspection Concluded:	12 February 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p>Requirement 1: The provider must develop effective systems that demonstrate that proactive management of risk (see page 18). Timescale – by 12 April 2024</p> <p>Regulation 13 (2) (a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p>	<ol style="list-style-type: none"> 1. The service will develop a risk register recording falls and slips 2. The service will start audits- a. The room cleanliness. b. Audit of my bag 3. A quality improvement plan will be implemented which will include a record of any upgrade to the salon eg decorating, website update. Any improvement to ordering medication via the online pharmacy. Any training. Audits. Update of policies eg infection policy 	<p>3 months</p> <p>6 months</p> <p>6 months</p>	Dr Vicki Guthrie

<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 refused to provide the information, this should be documented (see page 22). Timescale – by 12 May 2024</p> <p>Regulation 4(1) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p>	<p>The service will start recording next of kin or emergency contact details in the client record.</p>	<p>1 month</p>	<p>Dr Vicki Guthrie</p>
<p>Requirement 3: The provider must ensure provider must ensure that patient care records set out how patients' health, safety and welfare needs will be met. As a minimum, this must include: (a) the date and time of every consultation with, or examination of, the patient by a healthcare professional and the name of that healthcare professional. (b) the outcome of that consultation or examination (see page 22). Timescale – by 12 May 2024</p> <p>Regulation 4(2)(a)(b)(c) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p>	<p>The service will start adding in the notes, beside the date of the consultation, a record of the discussion including benefits and risks, treatment given and aftercare leaflet given.</p>	<p>1 month</p>	<p>Dr Vicki Guthrie</p>

<p>Requirement 4: The provider must ensure that when unlicensed medicines are used that appropriate medicine governance arrangements are in place, including documented rationale for use and informed patient consent (see page 22).</p> <p>Timescale – by 12 June 2024 Regulation 3(d)(iv) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p>	<p>The service will add an extra sentence to the Botox consent form to state that the bacteriostatic saline used to dilute the Botulinum toxin is being used off license and that the reason for this is that it makes the injections less painful. This will also be recorded in the client’s record.</p>	<p>2 months</p>	<p>Dr Vicki Guthrie</p>
<p>Requirement 5: The provider must ensure that as an independent clinic, any stock of medication that they hold, must be able to be prescribed to individual patients (see page 22).</p> <p>Timescale – by 12 June 2024</p> <p>Regulation 3(d)(iv) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p>	<p>The service will start using a “stock order” system when ordering medication for stock to be held, so that it can be prescribed for individual clients.</p>	<p>2 months</p>	<p>Dr Vicki Guthrie</p>

<p>Requirement 6: The provider must follow national guidance for the safe management and disposal of clinical waste including cytostatic sharps (see page 22).</p> <p>Timescale – by 12 March 2024</p> <p>Regulation 3(d)(iii) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p>	<p>The service will start using a sharps bin with the code 18 01 18 for the disposal of needles and medication vials</p>	<p>1 month</p>	<p>Dr Vicki Guthrie</p>
<p>Recommendation a: The service should develop and implement a process for measuring, recording and reviewing its vision, purpose, aims and objectives (see page 13).</p>	<p>The service will review its vision to make the process of reviewing this easier. The vision will include offering all clients a face to face appointment. All clients will receive after care advice and the service will endeavour to keep prices competitive.</p>	<p>6 months</p>	<p>Dr Vicki Guthrie</p>
<p>Recommendation b: The service should formalise its approach to gathering feedback from patients to demonstrate how this is used to improve the quality of the service (see page 15).</p>	<p>The service will implement an annual survey to gather feedback from clients. This will be undertaken by using a google form and this information will be added to the participation policy. Questions will include- 1. Is 20mins long enough? 2. Were you satisfied with your treatment 3. Did you feel listened to?</p>	<p>1 year</p>	<p>Dr Vicki Guthrie</p>

<p>Recommendation c: The service should review and update its policies and procedure manual to ensure it includes the correct regulations governing independent healthcare services in Scotland, customise and align each policy to Scottish legislation and national guidance (see page 17).</p>	<p>The service will update its policies to reflect the current regulations</p> <ol style="list-style-type: none"> 1. The Safeguarding policy will be updated to state that if there are safeguarding concerns, contact will be made with the Aberdeen Adult Support and Protection Unit 2. The Complaints policy will be updated to state that an individual can complain to HIS at any time during the complaint process 3. The Information Management policy will be updated to state that the destruction of notes will be undertaken at 6 years if the service were to close 4. The Infection policy will be updated to reflect the standard infection control procedures as detailed in the National Prevention and Control Manual 	<p>1 month</p>	<p>Dr Vicki Guthrie</p>
<p>Recommendation d: The service should develop a quality improvement plan (see page 18).</p>	<p>The service will develop a Quality Improvement plan. This will include reviewing patient feedback, audit of records, audit of cleaning of the room, a review of any accidents or trips, a review of the salon website. A quality improvement book will be kept.</p>	<p>6 months</p>	<p>Dr Vicki Guthrie</p>
<p>Recommendation e: The service should develop and document a formal business contingency plan that sets out the arrangements for continuity of care for patients, in the event of the service closing for any reason (see page 18).</p>	<p>The service will develop a contingency plan. This will state that muscle relaxing injection and anti-aging creams are not essential treatments and that clients will be advised to look elsewhere, by searching on line, if they wish to continue any treatments</p>	<p>2 months</p>	<p>Dr Vicki Guthrie</p>

<p>Recommendation f: The service should record patient consent for sharing information with their GP and other medical staff in an emergency, if required, in patient care records (see page 22).</p>	<p>The service will start to record, in the client's notes, consent for sharing of information with the client's GP or other medical staff if required</p>	<p>1 month</p>	<p>Dr Vicki Guthrie</p>
<p>Recommendation g: The service should comply with national guidance to make sure that the appropriate cleaning products are used for the cleaning of all sanitary fittings, including clinical wash hand basin (see page 23).</p>	<p>The service will start using 1 in 1000ppm chlorine solution in the form of Actichlor to clean surfaces, sink and couch.</p>	<p>1 month</p>	<p>Dr Vicki Guthrie</p>
<p>Recommendation g: The service should develop a checklist to capturing the regular cleaning of the clinic (see page 23).</p>	<p>The service will develop a checklist to use to record the cleaning of the clinic</p>	<p>1 months</p>	<p>Dr Vicki Guthrie</p>

Name	Vicki Guthrie		
Designation	Medical Practitioner		
Signature		Date	14.4.24

Guidance on completing the action plan.

- **Action Planned:** This must be 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.