*Audit Policy*

*31/03/24*

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| Version | *1* |  | *NG22 8LS* |
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Policy Aims

The primary aim of the Audit Policy at Anele Health and Beauty is to rigorously maintain and enhance the clinic's high standards in cleanliness, staff conduct, and compliance with staff certifications and regulations. This policy is designed to:

1. **Ensure Facility Excellence:** Regularly assess and guarantee that the clinic’s facilities are clean, well-maintained, and reflective of our commitment to providing a top-tier environment for our clients and staff.
2. **Uphold Professional Standards:** Monitor and evaluate staff conduct and professionalism, ensuring that all interactions and services provided meet the high standards expected at Anele Health and Beauty.
3. **Verify Compliance and Certifications:** Diligently confirm that all staff members are up-to-date with relevant certifications and are fully compliant with the latest standards and regulations in the healthcare and beauty industry.
4. **Facilitate Continuous Improvement:** Utilize audit findings to drive continuous improvement within the clinic, adapting to evolving standards and client needs.
5. **Enforce Accountability:** Establish a culture of accountability and excellence, where adherence to the clinic’s policies and procedures is paramount.
6. **Adapt to Growth:** Allow the audit process to evolve in line with the clinic’s growth, ensuring that it remains effective and relevant in addressing new challenges and opportunities.
7. **Maintain Confidentiality and Compliance:** Ensure that all auditing processes are conducted in a confidential manner, in full compliance with data protection and privacy regulations.
8. **Review and Update Practices:** Regularly review and update the audit procedures to reflect the dynamic nature of the clinic’s operations and the healthcare and beauty sectors.

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# **Audit Policy for Anele**

# **Health and Beauty Clinic**

**1. Policy Statement:** Anele Health and Beauty Clinic is committed to maintaining and enhancing high standards in all aspects of our operations. Regular audits are integral to this commitment, ensuring excellence in cleanliness, staff conduct, certification, compliance, and client satisfaction.

**2. Objectives:**

* To regularly evaluate the cleanliness and maintenance of the clinic's facilities.
* To assess staff conduct, professionalism, and adherence to clinic policies.
* To verify staff certifications and ensure compliance with relevant industry standards and regulations.
* To continuously improve service quality and client experience.

**3. Scope:** This policy applies to all operational areas of the clinic, including treatment rooms, reception areas, and staff facilities. It encompasses all staff members and clinic processes.

**4. Audit Frequency:** Comprehensive audits will be conducted annually. Unplanned audits may also be carried out as needed to address specific issues or concerns.

**5. Audit Procedure:**

* **Planning:** Elena Caraman and Maria Principe will coordinate the audit, using a structured checklist.
* **Execution:** The audit will be conducted systematically according to the checklist, ensuring consistency and thoroughness.
* **Reporting:** Findings will be documented in a detailed report, highlighting areas of excellence and those requiring improvement.
* **Review and Implementation:** The report will be reviewed by senior management, and necessary actions will be promptly implemented.
* **Follow-Up:** Subsequent audits will assess the effectiveness of the actions taken.

**6. Responsibility:** Elena Caraman and Maria Principe are responsible for overseeing the audit process. They will ensure that the audits are conducted in line with this policy and that findings are effectively addressed.

**7. Evolution of the Audit Process:** As the clinic evolves, the audit process, including the checklist, will be updated to reflect new challenges, opportunities, and industry standards. Continuous improvement will be a primary focus.

**8. Confidentiality and Data Protection:** Confidentiality will be maintained throughout the audit process. All data collected will be handled in compliance with data protection regulations.

**9. Compliance and Enforcement:** All staff members are required to comply with this policy. Non-compliance may result in disciplinary action, depending on the severity of the infraction.

**10. Policy Review:** This policy will be reviewed annually and adjusted as needed to remain effective and relevant to the clinic’s needs.

**Anele Health and Beauty Clinic Audit Checklist**

**Facility Audit:**

1. **Cleanliness and Hygiene: - November**
   * Check cleanliness of treatment rooms, waiting areas, and restrooms.
   * Verify proper sterilization and storage of equipment.
2. **Safety and Compliance: February**
   * Ensure fire safety equipment is in place and functional.
   * Confirm clear, accessible emergency exits.
   * Review health and safety notices for visibility and relevance.
   * Inspect disposal systems for waste and sharps.
3. **Equipment and Supplies: April**
   * Check the condition and functionality of all clinic equipment.
   * Inventory and assess the adequacy of supplies and consumables.
   * Verify proper storage and labeling of products and chemicals.

**Staff Audit:**

1. **Professional Conduct: June**
   * Observe staff interactions with clients for professionalism.
   * Review staff adherence to clinic dress code and personal hygiene standards.
   * Assess staff understanding and implementation of clinic policies.
2. **Certification and Training: July**
   * Verify current professional certifications for all staff.
   * Check records of completed mandatory training (e.g., CPR, Infection Control).
   * Review documentation of ongoing professional development.
3. **Compliance with Standards: Oct**
   * Ensure adherence to treatment protocols and procedures.
   * Confirm compliance with data protection and client confidentiality policies.
   * Review staff understanding of and compliance with safeguarding policies.

**Client Experience:**

1. **Client Feedback and Satisfaction: Nov**
   * Review client feedback forms and complaints records.
   * Assess the effectiveness of client communication systems.
   * Evaluate the overall client experience from arrival to departure.
2. **Service Quality: Jan**
   * Assess the consistency and quality of services offered.
   * Check waiting times and appointment scheduling efficiency.
   * Review the process of informing clients about treatments and obtaining consent.

**Operational Audit:**

1. **Policy Adherence:**
   * Review adherence to policies such as Safeguarding, Health and Safety, and Data Protection.
   * Confirm implementation of recent policy updates.
   * Check for compliance with local health regulations and licensing requirements.
2. **Financial Management:**
   * Assess the accuracy of financial records and transactions.
   * Review billing and invoicing processes for efficiency and accuracy.
   * Check compliance with financial regulations and tax obligations.

**Confidentiality and Data Protection:**

1. **Client Records Management:**
   * Ensure secure storage and access to client records.
   * Verify compliance with data protection laws in handling client information.
   * Review procedures for client data access and correction requests.

# **Audit Review, Cleanliness and Hygiene**

**Audit Policy at Anele Health and Beauty**

**1. Statement:** Anele Health and Beauty is committed to upholding high standards in cleanliness, staff conduct, and staff certification and compliance. Regular audits are essential to this commitment, particularly as the clinic grows and evolves.

**2. Objectives:**

* To ensure the clinics facilities are clean and well-maintained.
* To assess staff conduct and professionalism.
* To verify staff certifications and compliance with relevant standards and regulations.

**3. Scope:** This policy applies to all operational areas of the clinic and encompasses all staff members.

**4. Audit Frequency:** Audits will be conducted annually, with additional unscheduled audits as deemed necessary.

**5. Audit Procedure:**

* **Planning:** Elena Caraman and Maria Principe will coordinate the audit, utilizing an established checklist.
* **Execution:** The audit will be executed as per the checklist to ensure thoroughness and consistency.
* **Reporting:** Findings will be compiled into a detailed report with actionable recommendations.
* **Review and Implementation:** The report will be reviewed, and necessary actions implemented.
* **Follow-Up:** Follow-up audits will be conducted to ensure the effectiveness of the changes made.

**6. Responsibility:** Elena Caraman and Maria Principe are responsible for overseeing the audit process, ensuring adherence to this policy and the effectiveness of the audit.

**7. Evolution of the Audit Process:** The audit process, including the checklist, may evolve to accommodate the growth and changing needs of Anele Health and Beauty, with continuous improvement being a key focus.

**8. Confidentiality and Data Protection:** Confidentiality and strict adherence to data protection regulations will be maintained throughout the audit process.

**9. Compliance and Enforcement:** Compliance with this policy is mandatory. Non-compliance may result in disciplinary action.

**10. Policy Review:** This policy will be reviewed annually and adjusted as necessary to ensure its continued effectiveness and relevance.

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# **Audit Plan**

**Objective:**

To conduct a comprehensive audit focusing on the cleanliness of the building, conduct of staff, and compliance and certification of staff.

Phases of the Audit: The audits will take place annually, or if a complaint or concerned client triggers a review. However these standards will be considered a normal standard. This will also form part of the complaints process.

**1. Planning Phase**

The audit scope will include cleanliness, conduct and compliance, however it may include other specific areas where appropriate. See Checklist

**2. Data Collection Phase - Duration: 1 week**

* Conduct on-site inspections to assess the cleanliness of different areas of the salon.
* Observe staff interactions with clients and amongst themselves.
* Review personnel files for certifications, training records, and compliance documentation.
* Gather feedback from clients regarding their experience and satisfaction.

**3. Analysis Phase**

* Analyse the data collected for compliance with standards and best practices.
* Identify strengths, weaknesses, and areas for improvement.
* Compare current practices against industry standards and regulatory requirements.

**4. Reporting Phase**

* Compile findings and observations into an audit report.
* Develop actionable recommendations for each area audited.
* Prepare a presentation of the findings for management.

**5. Feedback and Review Phase**

* Present the audit report to management and key staff members.
* Discuss the findings and recommendations.
* Plan for the implementation of recommendations.
* Set a timeline for follow-up audits or reviews.

**6. Implementation and Follow-up Phase**

* Monitor the implementation of the audit's recommendations.
* Provide support and guidance as needed.
* Schedule a follow-up audit after 6 months to assess progress and ongoing compliance.

**Key Deliverables:**

* Audit checklist and plan.
* On-site inspection reports and audit report with recommendations
* Staff interview and review summaries.
* Follow-up review and progress report.