

HEALTHCARE

SECTOR

SAFETY SOFTWARE IMPROVES HEALTHCARE COMPLIANCE

SK:N Group is a leading British health care business, operating the most extensive network of specialist skin care clinics in the UK.

Embedding **Work Wallet's** innovative health and safety management tools throughout its clinics has made sure its provision of cosmetic and medical procedures is safe and compliant, and second to none.

**WORK
WALLET**

sk:n

THE NATION'S

IDENTIFYING THE PROBLEM



SK:N Group operates clinics in over 100 locations around the UK, each controlled by a local clinic manager. Each clinic provides a wide variety of cosmetic and medical skin procedures, administered by qualified experts including dermatologists, doctors, plastic surgeons, nurses and therapists. It delivers services to customers in meticulously clinical environments, using advanced technologies.

Healthcare is highly regulated. With such a diverse range of locations and employee needs – and largely working from paper-based files and systems, making delivery increasingly difficult – **SK:N** needed to find a modern way to manage health and safety within its clinics that would give head office the oversight it needed to satisfy the regulator.

*“Healthcare is highly regulated, and non-compliance can have serious consequences, both for **SK:N** and our customers. All our clinics in the UK use **Work Wallet's** auditing app, so head office has collective and immediate visibility of which essential checks have been completed.”*

Faye Jones | National Trainer



FINDING THE SOLUTION



Audits & Inspections

SK:N needed a simple and intuitive digital health and safety system that was easy to use across multiple locations, reduced paperwork, and could be scaled up in future. It chose **Work Wallet's** Audits & Inspections app, improving internal communication and evidencing Care Quality Commission compliance more efficiently.

100%

Productivity increase

7,800+

Audits completed

7

Months since implementation

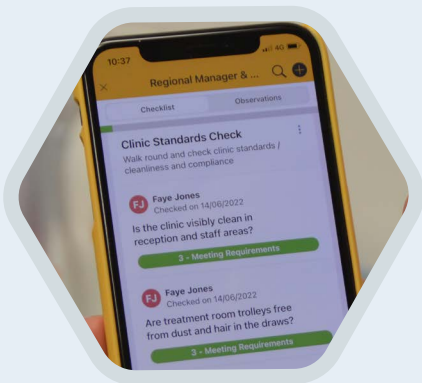
CQC

Regulatory standards met

2

Hours saved per internal clinic visit

DELIVERING THE OUTCOME



SK:N uses Audits & Inspections in all clinics. Managers use the handheld app and online portal in their daily routines, completing daily and weekly checks, and infection control audits. The system is easy to adopt, so even technophobic managers benefit. They particularly like the paperwork reduction.

SK:N has significantly improved oversight of what happens in clinics. Senior staff check progress, identify issues, and develop responses more easily. Data is unified online instead of buried in paper files at each site.

*“**Work Wallet** has been such an amazing asset to the clinics all round. We have a lot of audits and daily checks that need to be done, and there’s so much less paperwork now.”*

Claire Revitt | Clinic Manager

