



The Regulation and
Quality Improvement
Authority

Announced Inspection- Follow Up

Name of Establishment: Lisburn Dental Surgery
Establishment ID No: 11475
Date of Inspection: 17 December 2014
Inspector's Name: Lynn Long
Inspection No: 20834

The Regulation and Quality Improvement Authority
9th floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501

1.0 General Information

Name of establishment:	Lisburn Dental Surgery
Address:	46 Longstone Street Lisburn BT28 1TP
Telephone number:	028 9263 4444
Registered organisation / registered provider:	Dental World Ltd Mr Robert McMitchell
Registered manager:	Ms Jessica Larmour
Person in charge of the establishment at the time of Inspection:	Ms Jessica Larmour
Registration category:	IH-DT
Type of service provision:	Private dental treatment
Maximum number of places registered: (dental chairs)	2
Date and type of previous inspection:	Announced Inspection 21 October 2014
Date and time of inspection:	17 December 2014 12.45-14.00
Name of inspector:	Lynn Long

2.0 Introduction

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect dental practices providing private dental care and treatment. A minimum of one inspection per year is required.

This is a report of the announced inspection to assess the quality of services being provided. The report details the extent to which the standards measured during inspection were met.

3.0 Purpose of the Inspection

The purpose of this inspection was to consider whether the service provided to patients was in accordance with their assessed needs and preferences and was in compliance with legislative requirements, minimum standards and other good practice indicators. This was achieved through a process of analysis and evaluation of available evidence.

RQIA not only seeks to ensure that compliance with regulations and standards is met but also aims to use inspection to support providers in improving the quality of services. For this reason, inspection involves in-depth examination of an identified number of aspects of service provision.

The aim of this announced inspection was to monitor the improvements made following the announced inspection undertaken on 21 October 2014 and to determine the provider's compliance with the following:

- The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003;
- The Independent Health Care Regulations (Northern Ireland) 2005;
- The Regulation and Improvement Authority (Independent Health Care) (Fees and Frequency of Inspections) (Amendment) Regulations (Northern Ireland) 2011;
- The Minimum Standards for Dental Care and Treatment 2011; and
- Health Technical Memorandum HTM 01-05: Decontamination in Primary Care Dental Practices.

Other published standards which guide best practice may also be referenced during the inspection process.

4.0 Methods/Process

- Return of the completed Quality Improvement Plan from inspection of 21 October 2014;
- Discussion with Ms Larmour, registered manager;
- Examination of relevant records;
- Consultation with relevant staff;
- Tour of the premises; and
- Evaluation and feedback.

Any other information received by RQIA about this practice has also been considered by the inspector in preparing for this inspection.

5.0 Inspection Focus

The inspection sought to establish the level of compliance with the Independent Health Care Regulations (Northern Ireland) 2005 and the Minimum Standards for Dental Care and Treatment 2011.

The purpose of this inspection was to monitor and ensure that the serious concerns and issues identified during the previous inspection, which was undertaken on 21 October 2014, have been addressed.

6.0 Profile of Service

Lisburn Dental Surgery is located within commercial premises which have been converted and adapted to accommodate a dental practice. It is located on one of the main arterial routes into the City of Lisburn. Lisburn Dental Surgery forms part of the Dental World Limited group.

On street car parking is available for patients. The establishment is accessible for patients with a disability as both surgeries and disabled access toilets are located on the ground floor.

Lisburn Dental Surgery operates two dental chairs, providing both private and NHS dental care. A waiting area and toilet facilities are available for patient use. The practice has a decontamination room and an adjoining room accommodating the plant equipment. Staff and storage facilities are also available on the ground floor. The first floor of the building is residential accommodation and the second floor provides storage space.

The practice employs one dentist, one dental nurse and one receptionist they are supported in their various roles by Miss Jessica Larmour, registered manager.

Mr Robert McMitchell has been the responsible individual since registration of the practice with RQIA in April 2013. Miss Jessica Larmour has been the registered manager since March 2014.

The establishment's statement of purpose outlines the range of services provided.

The practice is registered with RQIA as an independent hospital (IH) providing dental treatment (DT).

There is a condition on the registration of this practice which states that:

A dental nurse proficient in the area of infection prevention and control and decontamination must be on site at all times whilst dental treatment is being provided at Lisburn Dental Surgery. The proficient dental nurse must continue to be on site until such times as the relevant staff are trained and deemed competent.

Following this inspection a letter was sent to Mr Robert McMitchell informing him that the condition on the registration of the practice had been removed. A new registration certificate reflecting the updated information has been issued.

7.0 Summary of Inspection

This announced follow up inspection of Lisburn Dental Surgery was undertaken by Lynn Long on 17 December 2015 between the hours of 12.45 and 14.00. Miss Larmour was available during the inspection and for verbal feedback at the conclusion of the inspection.

The purpose of this inspection was to monitor and ensure that the serious issues identified during the previous inspection, which was undertaken on 21 October 2014, have been addressed. The visit also sought to establish that the practice was complying with the condition which had been placed on the registration of the practice on 19 June 2014.

During the course of the inspection the inspector met with staff, discussed operational issues, examined a selection of records and carried out a general inspection of the establishment.

The focus of the inspection was to review the issues arising from the previous inspection.

Six requirements and three recommendations had been made previously. A review of the records and discussion with staff confirmed that they have been addressed and compliance achieved. The findings are detailed in the main body of the report.

In April 2014 a condition to ensure the practice had a dental nurse proficient in the area of infection prevention and control and decontamination of reusable dental instruments was placed on the registration of Lisburn Dental Surgery.

A review of the processes for infection prevention and control including decontamination of reusable dental instruments confirmed that the dental nursing staff who are currently employed in Lisburn Dental Surgery are competent in these areas.

Following the inspection correspondence was issued to Mr McMitchell advising him that the condition would be removed from the dental surgery's registration with effect from 22 December 2014.

The inspector wishes to thank Ms Larmour and staff for their helpful discussions, assistance and hospitality throughout the inspection process.

8.0 Follow-up on Previous Issues

This was an announced inspection - follow up to monitor the improvements made following the previous announced inspection undertaken on 21 October 2014. The visit also sought to establish that the practice was complying with the condition which had been placed on the registration of the practice on 19 June 2014. The inspection focused on the previous Quality Improvement Plan and focused on the requirements and recommendations which had been made previously.

The requirements were based on The Independent Health Care Regulations (Northern Ireland) 2005 and the recommendations were based The Minimum Standards for Dental Care and Treatment 2011.

8.1.0 Previous Requirements

8.1.1 Regulation 15(3) - The registered person must ensure that all reusable dental instruments are appropriately cleaned in keeping with best practice as outlined in HTM 01-05. Ensure that all reusable dental instruments are being processed using a validated washer disinfector.

A review of the records and discussion with staff confirmed that a validated washer disinfector is being used to process reusable dental instruments as outlined in best practice. A review of the data logger records retained on the practice computer confirmed that it was working and recording the relevant information.

This requirement has been addressed.

8.1.2 Regulation 17(1) - The registered person must ensure that governance and oversight arrangements are implemented immediately to ensure that the expected standards of practice are being implemented at all times and to ensure that the required improvements are fully implemented and are consistently sustained.

This includes but is not exclusive to:

Monitoring the Hepatitis B immunisation status of staff.

Ensuring that the relevant periodic testing for decontamination equipment, in accordance with HTM 01-05, is undertaken and recorded.

Communication systems within the Dental World Limited group should also be reviewed to ensure that important information is shared with the relevant personnel.

A review of the records and discussion with staff confirmed that systems and processes have been implemented to address the identified issues.

Periodic testing was being undertaken and recorded in line with best practice.

The immunisation status of clinical staff was retained.

This requirement has been addressed.

8.1.3 Regulation 18(1) - The registered person must develop tools to assess staff's competence in relation to infection prevention and control and decontamination.

Miss Larmour confirmed that an induction programme, competency assessments and annual appraisal templates have been developed and plans are in place for these to be implemented with staff throughout the Dental World Ltd group. Work to complete these records for staff in Lisburn Dental Surgery has commenced. The templates were reviewed.

A review of the processes for infection prevention and control including decontamination of reusable dental instruments confirmed that the dental nursing staff who are currently employed in Lisburn Dental Surgery are competent in these areas.

This requirement has been addressed.

8.1.4 Regulation 19(2)(d) Schedule 2 - The registered person must ensure that all staff currently employed have a satisfactory AccessNI enhanced disclosure check.

The registered person must ensure that a satisfactory AccessNI enhanced disclosure check has been received prior to commencing employment.

Ms Larmour confirmed that there no new staff have been employed since the inspection in October 2014. A review of the recruitment records confirmed that the staff currently employed have a satisfactory AccessNI check.

A review of the records identified that the relevant information as outlined in legislation has also been obtained and was available for review.

The importance of ensuring that correct recruitment practices are undertaken across the Dental World Ltd group were discussed. Miss Larmour confirmed that following a restructuring in Dental World Ltd Head Office an identified member of staff is now responsible for the recruitment of staff.

Miss Larmour confirmed that the identified staff member is aware of the requirements of the legislation in relation to the recruitment of staff.

This requirement has been addressed.

8.1.5 Regulation 19(2)(d) Schedule 2 - The registered person shall not employ a person to work unless they have obtained all of the relevant information as outlined in Schedule 2 of The Independent Health Care Regulations (Northern Ireland) 2005.

As outlined above.

This requirement has been addressed.

8.1.6 Regulation 21(3) Schedule 3 Part II - The registered provider must ensure that all records specified in Schedule 3 Part II of the legislation are at all times available for inspection in the establishment.

This includes but is not exclusive to:

Validation certificates for decontamination equipment.

Periodic testing and recording for the decontamination equipment in accordance with HTM 01-05.

Training records.

Records of clinical staff Hepatitis B immunisation status.

All of the documents outlined above were available at the practice and were reviewed as part of the inspection process.

Miss Larmour is aware of the relevant documentation which requires to be retained and available for inspection.

This requirement has been addressed.

8.2. Recommendations

8.2.1 Minimum Standard 11 - Records of staff training should include the date and time of the training, the name and signature of the staff in attendance, the content of the training and the name of the person who delivers the training.

This recommendation has been addressed.

8.2.2 Minimum Standard 13 - The identified dental chair which is torn in a number of places should be repaired or replaced to ensure effective cleaning can be undertaken.

Miss Larmour confirmed that arrangements have been made with the upholsterer to recover this dental chair in January 2015. Confirmation from the upholsterer of the date of his visit was retained and reviewed.

The inspector is satisfied that the relevant steps have been taken to address this recommendation. This will be reviewed at the next inspection.

8.2.3 Minimum Standard 13 - A record should be retained which confirms that the recommendations made as a result of the legionella risk assessment have been addressed.

The legionella risk assessment should be updated to confirm the current responsible individuals.

A review of the legionella risk assessment confirmed that the recommendations made have been addressed. The relevant responsible individuals are also identified.

This recommendation has been addressed.

9.0 Additional Information

9.1.0 Employment issues

Whilst reviewing personnel information, as part of the inspection process, a copy of a letter which had been sent to an employee by Mr McMitchell was reviewed. It misrepresented RQIA's role in a recent employment issue involving the staff member.

Following the inspection a letter was issued to Mr McMitchell identifying the misrepresentation of RQIA. The correspondence also requested that Mr McMitchell inform the employee of the misrepresentation.

The employee was copied into the letter with a request that Miss Larmour, registered manager forward the correspondence to the employee.

9.1.1 Conditions on Registration

The following condition was placed on the registration of Lisburn Dental Surgery on 18 April 2014:

A dental nurse proficient in the area of infection prevention and control and decontamination must be on site at all times whilst dental treatment is being provided at Lisburn Dental Surgery. The proficient dental nurse must continue to be on site until such times as the relevant staff are trained and deemed competent.

A review of the processes for infection prevention and control including decontamination of reusable dental instruments confirmed that the dental nursing staff who are currently employed in Lisburn Dental Surgery are competent in these areas.

Following the inspection correspondence was issued to Mr McMitchell advising him that the condition would be removed from the dental surgery's registration with effect from 22 December 2014.

9.0 Quality Improvement Plan

The findings of this inspection were discussed with Ms Larmour as part of the inspection process.

This inspection resulted in no recommendations or requirements being made. The registered provider/manager is asked to sign the appropriate page confirming they are assured about the factual accuracy of the content of the report.

Enquiries relating to this report should be addressed to:

Lynn Long
The Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT

Lynn Long
Inspector/Quality Reviewer

Date



The Regulation and
Quality Improvement
Authority

Inspection ID: 20834

Report Approval

Announced Follow up Inspection

Lisburn Dental Surgery

17 December 2014

No requirements or recommendations resulted from the announced follow up inspection of Lisburn Dental Surgery which was undertaken on 17 December 2014 and I agree with the content of the report. Return this QIP to Independent.Healthcare@rqlia.org.uk.

Please provide any additional comments or observations you may wish to make below:

REGULATION AND QUALITY IMPROVEMENT AUTHORITY
16 APR 2015

Lisburn Dental Surgery – Announced Inspection 17 December 2014