



The Regulation and
Quality Improvement
Authority

Kennedy Orthodontics
RQIA ID: 11548
43 Ballylesson Road
Ballymena
BT42 3HW

Inspector: Emily Campbell
Inspection ID: IN021274

Tel: 028 2565 4300

**Announced Care Inspection
of
Kennedy Orthodontics**

17 June 2015

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501 Web: www.rqia.org.uk

1. Summary of Inspection

An announced care inspection took place on 17 June 2015 from 12.45 to 14.45. Overall on the day of the inspection the management of medical emergencies were found to be safe, effective and compassionate. Recruitment and selection for D Kennedy & Co (UK) Ltd is undertaken at the head office in Kennedy Orthodontics, Ballymena. Recruitment and selection arrangements for both Kennedy Orthodontics, Ballymena, and Kennedy Orthodontics, Magherafelt, were reviewed during this inspection. The management of recruitment and selection were found to be generally safe, effective and compassionate. An issue relating to the wedging open of the door of the decontamination room was identified. Areas for improvement were identified and are set out in the Quality Improvement Plan (QIP) within this report.

This inspection was underpinned by 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 DHSSPS Minimum Standards for Dental Care and Treatment (2011), Resuscitation Council (UK) guidelines on quality standards for cardiopulmonary resuscitation practice and training in primary dental care (November 2013), Resuscitation Council (UK) guidelines on minimum equipment list for cardiopulmonary resuscitation in primary dental care (November 2013), and the British National Formulary (BNF) guidelines on medical emergencies in dental practice.

1.1 Actions/Enforcement Taken Following the Last Care Inspection

Other than those actions detailed in the previous QIP there were no further actions required to be taken following the last care inspection on 11 June 2014.

1.2 Actions/Enforcement Resulting from this Inspection

Enforcement action did not result from the findings of this inspection.

1.3 Inspection Outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	1	1

The details of the QIP within this report were discussed with Mr David Kennedy and Miss Aine Campbell, registered persons, as part of the inspection process. The timescales for completion commence from the date of inspection.

2. Service Details

Registered Organisation/Registered Person: D Kennedy & Co (UK) Ltd Mr David Kennedy	Registered Manager: Miss Aine Campbell
Person in Charge of the Practice at the Time of Inspection: Mr David Kennedy	Date Manager Registered: 14 March 2012
Categories of Care: Independent Hospital (IH) – Dental Treatment	Number of Registered Dental Chairs: 6

3. Inspection Focus

The inspection sought to assess progress with the issue raised during and since the previous inspection.

The themes for the 2015/16 year are as follows:

- Medical and other emergencies; and
- Recruitment and selection.

4. Methods/Process

Specific methods/processes used in this inspection include the following:

Prior to inspection the following records were analysed: staffing information, patient consultation report, and complaints declaration.

During the inspection the inspector met with Mr Kennedy, Miss Campbell, an associate orthodontist, an assistant dentist, two dental nurses and two trainee dental nurses. The following records were examined during the inspection: relevant policies and procedures, training records, four staff personnel files, job descriptions, contracts of employment, and two patient medical histories.

5. The Inspection

5.1 Review of Requirements and Recommendations from the Previous Inspection

The previous inspection of the practice was an announced care inspection dated 11 June 2014. The completed QIP was returned and approved by the care inspector.

5.2 Review of Requirements and Recommendations from the Last Care Inspection Dated 11 June 2014

Last Inspection Recommendations		Validation of Compliance
Recommendation 1 Ref: Standard 13 Stated: First time	Sharps boxes should be signed and dated on assembly.	Met
	Action taken as confirmed during the inspection: Observations made evidenced that sharps boxes are signed and dated on assembly.	

5.3 Medical and Other Emergencies

Is Care Safe?

Review of training records and discussion with Mr Kennedy, Miss Campbell and staff confirmed that the management of medical emergencies is included in the induction programme and training is updated on an annual basis, in keeping with the General Dental Council (GDC) Continuing Professional Development (CPD) requirements.

Discussion with Mr Kennedy, Miss Campbell and staff confirmed that they were knowledgeable regarding the arrangements for managing a medical emergency and the location of medical emergency medicines and equipment.

Review of medical emergency arrangements evidenced that emergency medicines are provided in keeping with the British National Formulary (BNF), and that emergency equipment as recommended by the Resuscitation Council (UK) guidelines is retained in the practice. A robust system is in place to ensure that emergency medicines and equipment do not exceed their expiry date. There is an identified individual within the practice with responsibility for checking emergency medicines and equipment.

Discussion with Mr Kennedy, Miss Campbell and staff and review of documentation demonstrated that recording and reviewing patients' medical histories is given high priority in this practice.

On the day of the inspection the arrangements for managing a medical emergency were found to be safe.

Is Care Effective?

The policy for the management of medical emergencies reflected best practice guidance. Protocols are available for staff reference outlining the local procedure for dealing with the various medical emergencies.

Discussion with Mr Kennedy, Miss Campbell and staff demonstrated that they have a good understanding of the actions to be taken in the event of a medical emergency and the practice policies and procedures.

Discussion with Mr Kennedy, Miss Campbell and staff confirmed that there have been no medical emergencies in the practice since the previous inspection.

On the day of the inspection the arrangements for managing a medical emergency were found to be effective.

Is Care Compassionate?

Review of standard working practices demonstrated that the management of medical and other emergencies incorporate the core values of privacy, dignity and respect.

During discussion Mr Kennedy, Miss Campbell and staff demonstrated a good knowledge and understanding of the core values that underpins all care and treatment in the practice.

On the day of the inspection the arrangements for managing a medical emergency were found to be compassionate.

Areas for Improvement

No areas for improvement were identified during the inspection.

Number of Requirements:	0	Number of Recommendations:	0
--------------------------------	----------	-----------------------------------	----------

5.4 Recruitment and Selection

Is Care Safe?

There was a recruitment policy and procedure available. The policy was comprehensive and reflected best practice guidance.

Recruitment and selection for D Kennedy & Co (UK) Ltd is undertaken at the head office in Kennedy Orthodontics, Ballymena. Recruitment and selection arrangements for both Kennedy Orthodontics, Ballymena, and Kennedy Orthodontics, Magherafelt, were reviewed during this inspection.

Four personnel files of staff recruited since registration with RQIA were examined. The following was noted:

- positive proof of identity, including a recent photograph;
- evidence that an enhanced AccessNI check was received;
- details of full employment history, including an explanation of any gaps in employment;
- documentary evidence of qualifications, where applicable;
- evidence of current GDC registration, where applicable;
- confirmation that the person is physically and mentally fit to fulfil their duties; and
- evidence of professional indemnity insurance, where applicable.

The staff personnel files did not include written references or a criminal conviction declaration. Miss Campbell confirmed that arrangements had now been established to include these in their recruitment practice as identified in their policies and procedures.

A staff register was developed during the inspection containing staff details including, name, date of birth, position; dates of employment; and details of professional qualifications and professional registration with the GDC, where applicable. Mr Kennedy and Miss Campbell is aware that this is a live document which should be kept up to date.

Mr Kennedy and Miss Campbell confirmed that a robust system is in place to review the professional indemnity status of registered dental professionals who require individual professional indemnity cover. A review of a sample of records demonstrated that the appropriate indemnity cover is in place.

On the day of the inspection, it was identified that recruitment and selection procedures need further developed to ensure they are safe.

Is Care Effective?

The dental service's recruitment and selection procedures in the main comply with all relevant legislation including checks to ensure qualifications and registrations are bona fide. As discussed references and criminal conviction declarations should be obtained.

Four personnel files were reviewed. It was noted that each file included a contract of employment/agreement and job description.

Induction programme templates are in place relevant to specific roles within the practice. A sample of two evidenced that induction programmes are completed when new staff join the practice.

Discussion with an associate orthodontist, an assistant dentist, two dental nurses and two trainee dental nurses confirmed that staff have been provided with a job description, contract of employment/agreement and have received induction training when they commenced work in the practice.

Discussion with staff confirmed that they are aware of their roles and responsibilities.

Clinical staff spoken with confirmed that they have current GDC registration and that they adhere to GDC CPD requirements.

On the day of the inspection recruitment and selection procedures were generally found to be effective.

Is Care Compassionate?

Review of recruitment and selection procedures demonstrated good practice in line with legislative requirements, with the exception of the issues previously discussed.

Recruitment and selection procedures, including obtaining an enhanced AccessNI check, minimise the opportunity for unsuitable people to be recruited in the practice.

Discussion with Mr Kennedy, Miss Campbell and staff demonstrated that they have a good knowledge and understanding of the GDC Standards for the Dental Team and the Scope of Practice.

Discussion with Mr Kennedy, Miss Campbell and staff demonstrated that the core values of privacy, dignity, respect and patient choice are understood.

On the day of the inspection recruitment and selection procedures were found to be compassionate.

Areas for Improvement

Two written references, one of which should be from the current/most recent employer, and a criminal conviction declaration should be obtained and retained in staff personnel files for any future staff recruited.

Number of Requirements:	0	Number of Recommendations:	1
--------------------------------	----------	-----------------------------------	----------

5.5 Additional Areas Examined

5.5.1 Staff Consultation/Questionnaires

During the course of the inspection, the inspector spoke with Mr Kennedy, Miss Campbell, an associate orthodontist, an assistant dentist, two dental nurses and two trainee dental nurses. Questionnaires were also provided to staff prior to the inspection by the practice on behalf of the RQIA. Seventeen were returned to RQIA within the timescale required.

Review of submitted questionnaires and discussion with staff evidenced that they were provided with a job description and contract of employment/agreement on commencing work in the practice. Staff also confirmed that induction programmes are in place for new staff which includes the management of medical emergencies. Staff confirmed that annual training is provided on the management of medical emergencies.

The following comments were provided in submitted questionnaires:

- “The care and service in the practice is excellent. Practice meetings and training updates are regular and useful.”
- “KO aims to provide high quality service and care to all patients, parents and referring dentists. Motivated, well trained and well supported staff help to deliver this.”
- “I feel the care and service provided is of the highest quality.”
- “Our standard of care is high. Our aim is to treat patients as we would wish our families treated and provide standard that reflects that.”
- “I think as a dental nurse we meet our services that we provide to our patients to a high standard and to the best of our ability, by working in a team also.”
- “I feel the quality of service we provide is of a high standard.”
- “Very well organised practice – our quarterly staff meetings ensure this.”
- “I feel this practice provides a high standard of care and service to both the staff and our patients.”

- “I feel that as a practice we are very thorough at keeping up to date with our training through staff meetings and also being sent on courses etc.”

5.5.2 Complaints

It is not in the remit of RQIA to investigate complaints made by or on the behalf of individuals, as this is the responsibility of the providers. However, if there is considered to be a breach of regulation as stated in The Independent Health Care Regulations (Northern Ireland) 2005, RQIA has a responsibility to review the issues through inspection.

A complaints questionnaire was forwarded by RQIA to the practice for completion. The returned questionnaire indicated that no complaints have been received for the period 1 January 2014 to 31 March 2015.

5.5.3 Patient Consultation

The need for consultation with patients is outlined in The Independent Health Care Regulations (Northern Ireland) 2005, Regulation 17 (3) and The Minimum Standards for Dental Care and Treatment 2011, Standard 9. A patient consultation questionnaire was forwarded by RQIA to the practice for completion. A copy of the most recent patient satisfaction report was submitted to RQIA prior to the inspection.

Review of the most recent patient satisfaction report demonstrated that the practice pro-actively seeks the views of patients about the quality of treatment and other services provided. Patient feedback whether constructive or critical, is used by the practice to improve, as appropriate.

5.5.4 Environment

The inspector undertook a tour of the premises which were maintained to a high standard of maintenance and décor. It was observed that the door of the decontamination room was wedged open whilst decontamination was being undertaken. This is not in keeping with fire safety practice or good infection control practice. This was discussed with Mr Kennedy who advised this is not normal practice and that he would address this with staff. A requirement was made that the door of the decontamination room should not be wedged open.

6. Quality Improvement Plan

The issues identified during this inspection are detailed in the QIP. Details of this QIP were discussed with Mr David Kennedy and Miss Aine Campbell, registered persons, as part of the inspection process. The timescales commence from the date of inspection.

The registered person/manager should note that failure to comply with regulations may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered person/manager to ensure that all requirements and recommendations contained within the QIP are addressed within the specified timescales.

Matters to be addressed as a result of this inspection are set in the context of the current registration of your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

6.1 Statutory Requirements

This section outlines the actions which must be taken so that the registered person/s meets legislative requirements based on The HPSS (Quality, Improvement and Regulation) (Northern Ireland) Order 2003, and The Independent Health Care Regulations (Northern Ireland) 2005.

6.2 Recommendations

This section outlines the recommended actions based on research, recognised sources and The DHSSPS Minimum Standards for Dental Care and Treatment (2011). They promote current good practice and if adopted by the registered person/s may enhance service, quality and delivery.

6.3 Actions Taken by the Registered Manager/Registered Person

The QIP should be completed by the registered person/registered manager and detail the actions taken to meet the legislative requirements stated. The registered person will review and approve the QIP to confirm that these actions have been completed. Once fully completed, the QIP will be returned to independent.healthcare@rqia.org.uk and assessed by the inspector.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the practice. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered persons from their responsibility for maintaining compliance with minimum standards and regulations. It is expected that the requirements and recommendations set out in this report will provide the registered persons with the necessary information to assist them in fulfilling their responsibilities and enhance practice within the practice.

Quality Improvement Plan			
Statutory Requirements			
Requirement 1 Ref: Regulation 25 (4) (a) Stated: First time To be Completed by: 17 June 2015	The registered persons must ensure that the door of the decontamination room is not wedged open.		
	Response by Registered Person(s) Detailing the Actions Taken: Staff have been made aware, at a debriefing meeting following the inspection, that the decontamination room door must not be wedged open, in line with fire safety and cross infection control guidance. This will be re-iterated again at a future staff meeting.		
Recommendations			
Recommendation 1 Ref: Standard 11 Stated: First time To be Completed by: 17 June 2015	It is recommended that two written references, one of which should be from the current/most recent employer, and a criminal conviction declaration should be obtained and retained in staff personnel files for any future staff recruited.		
	Response by Registered Person(s) Detailing the Actions Taken: Our recruitment policy and procedures have been updated and arrangements are in place to ensure that two written references and a criminal conviction declaration are obtained and retained in staff personnel files for future staff recruited		
Registered Manager Completing QIP	Aine Campbell	Date Completed	22/07/15
Registered Person Approving QIP	David Kennedy	Date Approved	22/07/15
RQIA Inspector Assessing Response	Emily Campbell	Date Approved	29.7.15

Please ensure the QIP is completed in full and returned to independent.healthcare@rqia.org.uk from the authorised email address