

Unannounced Care Inspection Report 24 May 2018



New Life Teeth

Type of Service: Independent Hospital – Dental Treatment

Address: 743 Lisburn Road, Belfast BT9 7GW

Tel No: 0289 521 7533

Inspectors: Hall Graham and Winifred Maguire

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, standards and best practice.

1.0 What we look for



2.0 Profile of service

This is a registered dental practice with three registered places providing private dental treatment.

3.0 Service details

Organisation/Registered Provider: Belfast Dental Implant Clinic Ltd T/A New Life Teeth Responsible Individual: Mr Stuart Lutton	Registered Manager: Mrs Yasmin Lutton
Person in charge at the time of inspection: Mr Stuart Lutton	Date manager registered: 21 February 2017
Categories of care: Independent Hospital (IH) – Dental Treatment	Number of registered places: 3

4.0 Inspection summary

An unannounced inspection took place on 24 May 2018 from 11.50 to 13.30.

This inspection was underpinned by The Health and Personal Social Services (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 and the Department of Health (DoH) Minimum Standards for Dental Care and Treatment (2011).

Following receipt of information by RQIA from an external source, an unannounced inspection was conducted. The focus of the inspection was to review the arrangements in respect of General Dental Council (GDC) registrations and the scope of practice for two dental technicians and a dental hygienist; to assess infection prevention and control arrangements and to seek clarification in relation to staff details outlined on the practice's website.

It is not the remit of RQIA to investigate complaints raised by or on behalf of individuals, as this is the responsibility of the registered providers and the commissioners of care. However, if RQIA is notified of a potential breach of regulations or standards, it will review the matter and take appropriate action as required; this may include an inspection of the establishment.

No areas requiring improvement were identified during this inspection.

The findings of this report will provide the establishment with the necessary information to assist them to fulfil their responsibilities, and enhance practice and patients' experience.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings from the inspection were discussed with Mr Stuart Lutton, registered person during the inspection as part of the inspection process and can be found in the main body of the report.

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

4.2 Action/enforcement taken following the most recent care inspection dated 7 December 2017

No further actions were required to be taken following the most recent inspection on 7 December 2017.

5.0 How we inspect

Prior to the inspection a range of information relevant to the establishment was reviewed. This included the following records:

- notifiable events since the previous care inspection
- the registration status of the establishment
- written and verbal communication received since the previous care inspection
- General Dental Council (GDC) register
- the practice website
- the previous care inspection report

During the inspection the inspectors met with Mr Stuart Lutton, registered person, Ms Sarah Adams, patient co-ordinator, a dental nurse and a trainee dental technician.

The following records were examined during the inspection:

- a letter relating to Mr Lutton's role as a clinical mentor supervisor for a trainee clinical dental technician
- copies of GDC emails to a trainee dental nurse in relation to registration as a dental hygienist
- a qualification certificate for a dental technician
- GDC correspondence to a trainee dental technician

The findings of the inspection were provided to Mr Stuart Lutton at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 7 December 2017

The most recent inspection of the establishment was an announced care inspection.

6.2 Review of areas for improvement from the last care inspection dated 7 December 2017

There were no areas for improvement made as a result of the last care inspection.

6.3 Inspection findings

General Dental Council (GDC) registrations

It was confirmed that a system was in place to review the General Dental Council (GDC) registration status of all clinical staff.

The GDC registration status of a dental technician and a dental hygienist as outlined on the practice website was discussed. Mr Lutton confirmed that the dental technician was in the process of being registered with the GDC as a dental nurse and a dental technician. The GDC had requested further information and this had led to a delay in completing the registration process. The member of staff confirmed to inspectors that he was actively pursuing the matter. Mr Lutton confirmed that the member of staff was acting as a trainee dental technician until they received evidence of GDC registration.

The dental hygienist's GDC registration was discussed and it was confirmed that she was not as yet registered with the GDC. The dental hygienist had undertaken a dental hygienist qualification outside of the UK. An application had been submitted to the GDC for registration however some difficulties had been encountered in relation to confirming the validity of the dental hygienist's qualifications and the matter was ongoing. Mr Lutton and Ms Adams confirmed this member of staff is not acting as a dental hygienist for the practice and is enrolled on a dental nurse training programme. They confirmed that this member of staff is currently employed as a trainee dental nurse and is scheduled to complete her training later in the year.

Following the inspection, Mr Lutton was requested to provide confirmation of the following:

- that the trainee dental nurse is not working or carrying out any duties relating to a dental hygienist's role in the practice
- she is currently only working as a trainee dental nurse in the practice
- all information relating to her role within the practice is up to date and accurate, in particular information outlined on the practice website, patient guide and notice boards
- that the trainee dental nurse's contract of employment reflects her role as a trainee dental nurse.

RQIA received written confirmation of her role as above and a copy of this member of staff's contract was submitted to RQIA confirming her role as a trainee dental nurse which was dated April 2017. In addition RQIA received written details which confirmed that this member of staff is enrolled on a dental nurse course provided by a National Examining Board for Dental Nurses (NEBDN) registered academy.

Mr Lutton was requested to amend details on the practice website to accurately reflect the role and GDC registration status of staff. Following inspection a review of the practice website confirmed that the website had been amended to accurately reflect information on staff roles and GDC registration status.

The scope of practice for two dental technicians

As discussed previously one dental technician is awaiting registration with the GDC and is acting as a trainee dental technician until evidence of registration is provided.

Mr Lutton confirmed that another GDC registered dental technician, has been undertaking a clinical dental technician course based in Kent. Mr Lutton had been acting as clinical mentor supervisor for this member of staff and provided documentary evidence of this role. The course is however presently paused and course students are only entitled to practice within the scope of practice of their current GDC registration. Mr Lutton confirmed he and the dental technician are aware of this position.

Infection prevention and control arrangements

Clinical and decontamination areas were tidy and uncluttered and work surfaces were intact and easy to clean. Fixtures, fittings, dental chairs and equipment were free from damage, dust and visible dirt.

Discussion with staff demonstrated that they had an understanding of infection prevention and control policies and procedures and were aware of their roles and responsibilities. Staff outlined the use of personal protective equipment (PPE) in keeping with best practice. They confirmed they had not observed any non-compliance with best practice in relation to use of PPE by clinical staff and stated they felt confident to challenge any non-compliance and report the matter to MrLutton.

It was confirmed that they have received training in infection prevention and control and decontamination in keeping with best practice.

There was a nominated lead with responsibility for infection control and decontamination.

A decontamination room separate from patient treatment areas and dedicated to the decontamination process was available.

It was confirmed that the practice continues to audit compliance with HTM 01-05 using the Infection Prevention Society (IPS) audit tool.

Staff confirmed a range of policies and procedures were in place in relation to decontamination and infection prevention and control.

The practice website

As previously stated the practice website included details of staff roles and GDC registration status.

It was confirmed that the details outlined for two members of staff did not reflect their current roles within the practice and the GDC registration status of a member of staff was incorrect.

Following discussion and the highlighting of the information inaccuracies, Mr Lutton confirmed he would ensure the website was immediately amended to accurately reflect all staff roles and GDC registration status. Following the inspection the practice website was reviewed and was found to accurately reflect staff roles and GDC registrations status as confirmed by Mr Lutton and the documentary evidence viewed during and after the inspection.

It was strongly suggested to include the practice website as part of the governance arrangements for the practice. Mr Lutton confirmed he would action this matter.

Conclusion

The matters raised by the external source were examined during the inspection and it was noted some action was necessary to strengthen the processes to ensure accurate provision of information on the practice website. Mr Lutton has given assurances on this matter and taken immediate and appropriate action. Review of the other areas examined found that they were in line with a safe, effective, compassionate and well led service.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required nor included as part of this inspection report.



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