

Inspection Report

25 January 2024



A B Dental Surgeries Glengormley

Type of service: Independent Hospital (IH) – Dental Treatment
Address: 20 Portland Avenue, Glengormley, Newtownabbey, BT36 5EY
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www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>, [The Independent Health Care Regulations \(Northern Ireland\) 2005](#) and the [Minimum Standards for Dental Care and Treatment \(March 2011\)](#)

1.0 Service information

Organisation/Registered Provider: Miss Lillian Armstrong	Registered Manager: Mr James Byrne Date registered: 11 July 2013
Person in charge at the time of inspection: Miss Lillian Armstrong	Number of registered places: One
Categories of care: Independent Hospital (IH) – Dental Treatment	
Brief description of the accommodation/how the service operates: AB Dental Surgeries Glengormley is registered with the Regulation and Quality Improvement Authority (RQIA) as an independent hospital (IH) with a dental treatment category of care. The practice has one registered dental surgery and provides general dental services, private and health service treatment and does not offer conscious sedation. Miss Lillian Armstrong is the registered provider for two dental practices registered with RQIA; A B Dental Surgeries Glengormley and Belvoir Dental Care.	

2.0 Inspection summary

This was an unannounced inspection, undertaken by a care inspector on 25 January 2024 from 2.00 pm to 3.00 pm.

This inspection was undertaken following receipt of information shared with RQIA by an anonymous source. The information received alleged concern regarding staffing arrangements and the decontamination of reusable dental instruments. The focus of this inspection was to review the issues raised by the anonymous source, assess compliance with the legislation and to assess progress with areas for improvement identified during the last care inspection.

It is not within 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.

Ms Lillian Armstrong, Registered Person, was present on the day of the inspection and facilitated this inspection. A tour of the premises was also undertaken.

Miss Armstrong informed us that due to extenuating circumstances she has taken the decision to close A B Dental Surgeries Glengormley. Miss Armstrong stated that she had informed The Strategic Planning and Performance Group (SPPG) and confirmed that the practice will officially close on 16 April 2024. Miss Armstrong confirmed that patients who are registered with this practice are being informed of this decision.

Following this inspection Miss Armstrong informed RQIA that dental care and treatment will cease to be provided in AB Dental Surgeries Glengormley on 5 February 2024.

As this dental practice will not be providing dental care and treatment after 5 February 2024, no areas for improvement were made.

3.0 How we inspect

RQIA is required to inspect registered services in accordance with legislation. To do this, we gather and review the information we hold about the service, examine a variety of relevant records, meet and talk with staff and management and observe practices on the day of the inspection.

The information obtained is then considered before a determination is made on whether the practice is operating in accordance with the relevant legislation and minimum standards.

Examples of good practice are acknowledged and any areas for improvement are discussed with the person in charge and detailed in the Quality Improvement Plan (QIP).

4.0 The inspection

4.1 What action has been taken to meet any areas for improvement identified at or since last inspection?

Areas for improvement from the last inspection on 15 March 2022		
Action required to ensure compliance with The Independent Health Care Regulations (Northern Ireland) 2005		Validation of compliance
Area for Improvement 1 Ref: Regulation 18 (2) (a) Stated: First time	The registered person shall ensure that all staff complete training in accordance with the RQIA training guidance and that training records are retained for inspection.	Not applicable
	Action taken as confirmed during the inspection: On 29 January 2024, Miss Armstrong informed RQIA that dental care and treatment will cease to be provided in A B Dental Surgeries Glengormley on 5 February 2024.	

Action required to ensure compliance with The Minimum Standards for Dental Care and Treatment (2011)		Validation of compliance
Area for Improvement 1 Ref: Standard 11.2 Stated: First time	The registered person shall ensure records are retained regarding the Hepatitis B immunisation status of clinical staff.	Not applicable
	Action taken as confirmed during the inspection: On 29 January 2024, Miss Armstrong informed RQIA that dental care and treatment will cease to be provided in A B Dental Surgeries Glengormley on 5 February 2024.	

4.2 Inspection findings

4.2.1 Are arrangements in place to ensure dental treatments are undertaken in line with best practice

Miss Lillian Armstrong is the registered provider for two dental practices registered with RQIA; A B Dental Surgeries Glengormley and Belvoir Dental Care.

The operational arrangements in A B Dental Surgeries Glengormley were discussed with Miss Armstrong who informed us that due to extenuating circumstances she has taken the decision to close A B Dental Surgeries Glengormley. Miss Armstrong stated that she had sought advice from The Strategic Planning and Performance Group (SPPG) and following this she has formally notified SPPG that the practice will officially close on 16 April 2024. Miss Armstrong confirmed that patients who are registered with this practice are being informed of this decision.

Miss Armstrong stated that only routine six monthly check-up appointments were being undertaken. Patients who are assessed as requiring other dental care and treatments are invited to attend Belvoir Dental Care to have their treatment provided by Miss Armstrong.

Miss Armstrong was advised that a voluntary cancellation of registration application should be submitted to RQIA and advice was provided in this regard.

On 29 January 2024, Miss Armstrong informed RQIA that dental care and treatment will cease to be provided in AB Dental Surgeries on 5 February 2024.

4.2.2 Does the dental team meet current best practice guidance for the decontamination of reusable dental instruments?

Robust procedures and a dedicated decontamination room must be in place to minimise the risk of infection transmission to patients, visitors and staff in line with [Health Technical Memorandum 01-05: Decontamination in primary care dental practices, \(HTM 01-05\)](#), published by the Department of Health.

There was a designated decontamination room separate from patient treatment areas and dedicated to the decontamination process. The design and layout of this room complied with best practice guidance and the equipment was sufficient to meet the requirements of the practice.

As previously discussed, only routine six monthly check-up examinations were being offered. Miss Armstrong informed us that used dental instruments are no longer processed in A B Dental Surgeries Glengormley and are transported in a lidded container to Belvoir Dental Care for reprocessing. Miss Armstrong was advised that the transporting of used dental instruments must comply with the [Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulation 2009](#) and the [Health and Safety at Work Act 1974](#).

On 29 January 2024, Miss Armstrong informed RQIA that dental care and treatment will cease to be provided in AB Dental Surgeries on 5 February 2024.

6.0 Quality Improvement Plan/Areas for Improvement

Findings of the inspection were discussed with Miss Lillian Armstrong, Registered Person. As this dental practice will not be providing dental care and treatment after 5 February 2024, no areas for improvement were made.



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