

# Announced Variation to Registration Care Inspection Report 06 March 2018



## Bupa Dental Care, Shore Road Newtownabbey

**Type of Service: Independent Hospital (IH) – Dental Treatment**  
**Address: 292 Shore Road, Whitehouse, Newtownabbey BT37 9RW**  
**Tel No: 02890 365259**  
**Inspector: Carmel McKeegan**

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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 provider 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 four registered places.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Bupa Dental Care Shore Road Newtownabbey  <b>Responsible Individual:</b> Mr Andrew Relf	<b>Registered Manager:</b> Miss Sarah-Louise Fox-Bann
<b>Person in charge at the time of inspection:</b> Miss Sarah-Louise Fox-Bann	<b>Date manager registered:</b> 9 May 2016
<b>Categories of care:</b> Independent Hospital (IH) - Dental Treatment	<b>Number of registered places:</b> Four increasing to five following the inspection

### 4.0 Inspection summary

An announced variation to registration inspection of Bupa Dental Care Shore Road Newtownabbey took place on 06 March 2018 from 14.00 to 15.20.

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, Social Services and Public Safety (DHSSPS) Minimum Standards for Dental Care and Treatment (2011).

An application was submitted to RQIA by Mr Andrew Relf, registered person, to vary the current registration of Bupa Dental Care Shore Road Newtownabbey. The practice was initially registered on 31 May 2012 and the application made was to increase the number of registered dental chairs from four to five. The purpose of this inspection was to review the readiness of the practice for the provision of private dental care and treatment associated with the application for registration of one additional dental chair.

Gavin Doherty, estates inspector, also undertook a premises inspection on 06 March 2018. The report and findings of the premises inspection will be issued under separate cover.

There were examples of good practice found in relation to infection prevention and control and decontamination, maintenance of the environment and staff recruitment.

No areas requiring improvement were identified during this inspection.

The variation to registration to increase the number of registered dental chairs from four to five was approved from a care perspective following this inspection.

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

While we assess the quality of services provided against regulations and associated DHSSPS care standards, we do not assess the quality of dentistry provided by individual dentists.

#### 4.1 Inspection outcome

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Miss Sarah-Louise Fox-Bann, registered manager, 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 27 September 2017

No further actions were required to be taken following the most recent inspection on 27 September 2017.

#### 5.0 How we inspect

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

- review of the submitted variation to registration application
- the previous care inspection report
- patient guide
- statement of purpose
- evaluation and feedback

During the inspection the inspector met with Miss Sarah-Louise Fox-Bann, registered manager, one dental nurse and one receptionist. A tour of the premises was also undertaken.

The following records were examined during the inspection:

- recruitment and selection
- infection prevention and control and decontamination
- maintenance arrangements

The findings of the inspection were provided to Miss Fox-Bann, registered manager, at the conclusion of the inspection

## 6.0 The inspection

### 6.1 Review of areas for improvement from the most recent inspection dated 27 September 2017

The most recent inspection of the practice was an announced care inspection. There were no areas for improvement made as a result of the last care inspection.

## 6.3 Inspection findings

### Statement of Purpose

A statement of purpose was prepared in a recognised format which covered the key areas and themes outlined in Regulation 7, Schedule 1 of The Independent Health Care Regulations (Northern Ireland) 2005. Miss Fox-Bann has agreed to add the details of any new staff employed to the statement of purpose.

### Patient Guide

A patient guide was available in a recognised format which covered the key areas and themes specified in Regulation 8 of The Independent Health Care Regulations (Northern Ireland) 2005.

### Infection prevention and control/decontamination

The arrangements in regards to the newly established fifth dental surgery were reviewed. The flooring in the new surgery was impervious and coved where it meets the walls and kicker boards of cabinetry. The surgery was tidy and uncluttered and work surfaces were intact and easy to clean.

A dedicated hand washing basin is available in the dental surgery and adequate supplies of liquid soap, paper towels and disinfectant rub/gel were available. It was observed that laminated/wipe-clean posters promoting hand hygiene were on display.

Personal protective equipment (PPE) was readily available.

The clinical waste bin in the surgery was pedal operated in keeping with best practice guidance. Appropriate arrangements are in place in the practice for the storage and collection of general and clinical waste, including sharps waste.

Staff confirmed that the newly installed dental chair has an independent bottled-water system and that the dental unit water lines (DUWLs) will be managed in keeping with the manufacturer's instructions.

Appropriate arrangements are in place in the practice for the storage and collection of general and clinical waste, including sharps waste.

Miss Fox-Bann confirmed that additional dental instruments will be provided to meet the demands of the fifth dental surgery once it is operational.

A decontamination room separate from patient treatment areas and dedicated to the decontamination process is available. Appropriate equipment, including one washer disinfectant and three steam sterilisers have been provided to meet the practice requirements. Miss Fox-Bann confirmed that an additional washer disinfectant has been ordered and there are plans to reconfigure the decontamination room to accommodate this new machine and ensure the dirty to clean flow of the decontamination process for dental instruments is maintained.

A review of documentation evidenced that equipment used in the decontamination process has been appropriately validated. A review of equipment logbooks evidenced that periodic tests are undertaken and recorded in keeping with Health Technical Memorandum (HTM) 01-05 Decontamination in primary care dental practices.

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

A range of policies and procedures were in place in relation to decontamination and infection prevention and control.

## **Environment**

The new fifth surgery is located on the first floor of the dental practice in a room previously used as a staff facility. A new staff changing area has also been provided on the first floor adjacent to the existing staff kitchen area. Review of the new dental surgery evidenced that works have been completed to a good standard of maintenance and décor. New fixtures included new cabinetry, dental chair and x-ray equipment.

Gavin Doherty, estates inspector, reviewed the environmental aspects of the practice and the associated risk assessments as part of his inspection. The premises inspection report will be issued under separate cover.

## **Radiology**

A new intra-oral x-ray machine has been installed in the new surgery.

A dedicated radiation protection file containing the relevant local rules, employer's procedures and other additional information was retained, the file had been signed by all staff, including new staff, to confirm they had read the contents.

A review of the file confirmed that staff have been authorised by the radiation protection supervisor (RPS) for their relevant duties and have received local training in relation to these duties. It was evidenced that all measures are taken to optimise dose exposure. This included the use of rectangular collimation, x-ray audits and digital x-ray processing in respect of the intra-oral x-ray machines.

Miss Fox-Bann confirmed that a critical examination of the new x-ray unit had been undertaken on 05 March 2018 by the appointed radiation protection advisor (RPA) however the critical examination report had not yet been provided. On 27 March 2018 RQIA received a copy of the critical examination report from Miss Fox-Bann, who confirmed that there had been no recommendations made and the critical examination report and updated local rules had been shared with all relevant staff who had signed to confirm they have read and understood these.

### Recruitment of staff

Miss Fox-Bann confirmed that an additional associate dentist has recently commenced work in the practice. Review of the staff personnel file of the new member of staff evidenced that all the relevant information as outlined in Schedule 2 of The Independent Health Care Regulations (Northern Ireland) 2005 has been sought and retained.

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

### Areas of good practice

There were examples of good practice found in relation to infection prevention and control and decontamination, maintenance of the environment and staff recruitment.

### Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

## 6.4 Conclusion

The variation to the registration in regards to the increase in dental chairs from four to five was approved, by the care inspector, following this inspection.

## 7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.





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