



The Regulation and  
Quality Improvement  
Authority

David Reaney & Associates Dental  
Practice  
RQIA ID: 11467  
28 Dungannon Street  
Moy  
Dungannon  
BT71 7SH

Inspector: Emily Campbell  
Inspection ID: IN022915

Tel: 028 8778 4977

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**Announced Care Inspection and Minor Variation to  
Registration Inspection  
of  
David Reaney & Associates Dental Practice**

**30 July 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](http://www.rqia.org.uk)

## 1. Summary of Inspection

An announced care inspection took place on 30 July 2015 from 9.45 to 12.35. The purpose of this inspection was to carry out the scheduled announced inspection on the focused themes and standards. The inspection also sought to review the arrangements associated with a minor application of variation submitted to RQIA in respect of refurbishment of the practice. Raymond Sayers, estates inspector also undertook an inspection at the same time as this inspection. The findings of the estates inspection will be issued under separate cover. Overall on the day of the inspection the management of medical emergencies and recruitment and selection were found to be safe, effective and compassionate. Satisfactory arrangements were in place in regards to the care aspects of the refurbishment. The outcome of the inspection found no areas of concern.

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

No actions were required to be taken following the last care inspection on 07 October 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
<b>Total number of requirements and recommendations made at this inspection</b>	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection can be found in the main body of the report.

## 2. Service Details

<b>Registered Organisation/Registered Person:</b> Mr David Reaney	<b>Registered Manager:</b> Mr Colm Marley
<b>Person in Charge of the Practice at the Time of Inspection:</b> Mr David Reaney	<b>Date Manager Registered:</b> 02 August 2011
<b>Categories of Care:</b> Independent Hospital (IH) – Dental Treatment	<b>Number of Registered Dental Chairs:</b> 5

## 3. Inspection Focus

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

- Medical and other emergencies; and
- Recruitment and selection

The inspection also sought to review the arrangements associated with a minor application of variation submitted to RQIA.

## 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, complaints declaration and application for minor variation.

During the inspection the inspector met with Mr Reaney, registered person, Mr Marley, registered manager, a dental nurse and a receptionist.

The following records were examined during the inspection: relevant policies and procedures, training records, two staff personnel files, job descriptions, contracts of employment, and audits of 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 07 October 2014. No requirements or recommendations were made during this inspection.

### 5.2 Review of Requirements and Recommendations from the Last Care Inspection Dated 07 October 2014

As above

## 5.3 Medical and Other Emergencies

### Is Care Safe?

Review of training records and discussion with 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 Reaney 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. Oropharyngeal airways were not covered and there was no expiry date identified on them indicating they had been in the practice a long time. Mr Reaney confirmed this and it was agreed that these would be replaced. Confirmation of the order for the airways was provided by email to RQIA on 30 July 2015. 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 Reaney 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 Reaney 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 Reaney 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 Reaney 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.

<b>Number of Requirements:</b>	<b>0</b>	<b>Number of Recommendations:</b>	<b>0</b>
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## 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.

Two 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 prior to commencement of employment;
- two written references;
- 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.

A criminal conviction declaration had not been obtained in either file reviewed; however, Mr Marley has made arrangements for this to be included in respect of any new staff recruited and the template for this was viewed at inspection.

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 Reaney and Mr Marley are aware this is a live document which should be kept updated as staff commence/leave work in the practice.

Mr Marley confirmed that a robust system is in place to review the professional indemnity status of registered dental professionals who require individual professional indemnity cover. Review of records demonstrated that the appropriate indemnity cover is in place for staff who require it.

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

### **Is Care Effective?**

The dental service's recruitment and selection procedures comply with all relevant legislation including checks to ensure qualifications, registrations and references are bona fide, with the exception of a criminal conviction declaration. As discussed, measures have been put in place to address this.

Two 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 Mr Marley 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 found to be effective.

### **Is Care Compassionate?**

Review of recruitment and selection procedures demonstrated good practice in line with legislative requirements.

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 Reaney 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 Reaney 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

No areas for improvement were identified during the inspection.

<b>Number of Requirements:</b>	<b>0</b>	<b>Number of Recommendations:</b>	<b>0</b>
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## 5.5 Additional Areas Examined

### 5.5.1 Staff Consultation/Questionnaires

During the course of the inspection, the inspector spoke with Mr Reaney, registered person, Mr Marley, registered manager, a dental nurse and a receptionist. Questionnaires were also provided to staff prior to the inspection by the practice on behalf of the RQIA. Eight 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, with the exception of one staff member who indicated on a questionnaire that they did not have a contract. This was discussed with Mr Reaney and Mr Marley who agreed to follow up on this matter. 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.

### 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 Minor Variation to Registration

An application of minor variation was submitted to RQIA in respect of refurbishment of the practice. This included refurbishment of the reception area, the relocation of a dental surgery, and the establishment of a new decontamination room and a cone beam computed tomography (CBCT) x-ray room. There is no change to the number of registered dental chairs within this application.

Raymond Sayers, estates inspector also undertook an inspection at the same time as this inspection. The findings of the estates inspection will be issued under separate cover.

The refurbishment of the practice has been carried out to a high standard of maintenance and décor. Satisfactory arrangements were in place in regards to the relocated surgery, the CBCT x-ray room and the decontamination room.

The radiation protection advisor (RPA) has carried out a critical exam in respect of the new intra-oral x-ray unit and the CBCT x-ray machine. The RPA report was received on the morning of the inspection and Mr Reaney provided assurances that any recommendations made by the RPA would be addressed.

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 person(s) from their responsibility for maintaining compliance with minimum standards and regulations.

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager	B Marley	Date Completed	19/08/15
Registered Person	D. Kearney	Date Approved	19/8/15
RQIA Inspector Assessing Response		Date Approved	

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

*\*Please complete in full and returned to [independent.healthcare@rqia.org.uk](mailto:independent.healthcare@rqia.org.uk) from the authorised email address\**

Reference section 5.5.1 Staff Consultation/Questionnaires

As advised to Emily Campbell during the inspection and having checked our records again, we can confirm that an Employment Contract is held for every member of staff employed at the Practice, as well as a Contract for Services for our Dental Hygienist.

We also hold an Associates Agreement for each of our four self employed Associates. These documents are available for inspection at any time.



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<b>RQIA Inspector Assessing Response</b>	Emily Campbell	<b>Date Approved</b>	19.8.15
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