

# Inspection Report

5 September 2023



## Victoria Dental Care

Type of service: Independent Hospital (IH) – Dental Treatment

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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

<b>Organisation/Registered Provider:</b> Mr Stephen Michael Hendry	<b>Registered Manager:</b> Mr Stephen Hendry  <b>Date registered:</b> 25 January 2019
<b>Person in charge at the time of inspection:</b> Mr Stephen Hendry	<b>Number of registered places:</b> Three
<b>Categories of care:</b> Independent Hospital (IH) – Dental Treatment	
<b>Brief description of how the service operates:</b> Victoria Dental Care 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 three registered dental surgeries and provides general dental services, private and health service treatment. This practice does not offer conscious sedation.	

## 2.0 Inspection summary

This was an announced inspection, undertaken by a care inspector on 5 September 2023 from 10.00 am to 1.10 pm.

It focused on the themes for the 2023/24 inspection year and assessed progress with any areas for improvement identified during the last care inspection.

There was evidence of good practice in relation to the recruitment and selection of staff; staff training; management of medical emergencies; infection prevention and control; decontamination of reusable dental instruments; adherence to best practice guidance in relation to COVID-19; management of complaints and incidents; and governance arrangements.

No immediate concerns were identified regarding the delivery of front line patient care.

### 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 What people told us about the care and treatment?

We issued posters to the registered provider prior to the inspection inviting patients and members of the dental team to complete an electronic questionnaire.

Two patients submitted responses. Patient responses indicated that they felt their care was safe and effective, that they were treated with compassion and that the service was well led. Both patients indicated that they were very satisfied with each of these areas of their care. One patient response included a positive comment pertaining to the friendliness of the staff.

Two staff submitted questionnaire responses. Staff responses indicated that they felt patient care was safe, effective, that patients were treated with compassion and that the service was well led. Both staff indicated that they were very satisfied with each of these areas of patient care. One staff response included a positive comment describing the practice as excellent.

### 5.0 The inspection

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

The last inspection to Victoria Dental Care was undertaken on 27 January 2022; no areas for improvement were identified.

### 5.2 Inspection findings

#### 5.2.1 Do recruitment and selection procedures comply with all relevant legislation?

There were recruitment and selection policies and procedures in place, however they did not fully adhere to legislation and best practice guidance for the recruitment of staff.

Advice and guidance was provided to Mr Hendry to further develop the recruitment policy in this regard. Following the inspection, RQIA received confirmation that this matter had been addressed.

Mr Hendry oversees the recruitment and selection of the dental team and approves all staff appointments. Discussion with Mr Hendry confirmed that he had a clear understanding of the legislation and best practice guidance.

A review of the staff register evidenced that one new member of staff had been recruited since the previous inspection. A review of the personnel file of the newly recruited member of staff evidenced that relevant recruitment records had been sought; reviewed and stored as required, with the exception of a written reference from the most recent employer. This was brought to the attention of Mr Hendry and following the inspection, RQIA received confirmation that this matter had been addressed.

There was evidence of job descriptions and induction checklists for the different staff roles. A review of records confirmed that if a professional qualification is a requirement of the post, a registration check is made with the appropriate professional regulatory body.

Discussion with members of the dental team confirmed they have been provided with a job description, contract of employment/agreement and received induction training when they commenced work in the practice.

Addressing these matters will ensure that the recruitment of the dental team complies with the legislation and best practice guidance to ensure suitably skilled and qualified staff work in the practice.

### **5.2.2 Is the dental team appropriately trained to fulfil the duties of their role?**

The dental team takes part in ongoing training to update their knowledge and skills, relevant to their role.

Policies and procedures are in place that outline mandatory training to be undertaken, in line with any professional requirements, and the [training guidance](#) provided by RQIA.

A record is kept of all training (including induction) and professional development activities undertaken by staff, which is overseen by the registered person, to ensure that the dental team is suitably skilled and qualified. A review of the training records evidenced that some mandatory training was outstanding. This was brought to the attention of Mr Hendry and following the inspection, RQIA received confirmation that this matter had been addressed.

Addressing this matter will ensure that the care and treatment of patients is being provided by a dental team that is appropriately trained to carry out their duties.

### **5.2.3 Is the practice fully equipped and is the dental team trained to manage medical emergencies?**

The British National Formulary (BNF) and the Resuscitation Council (UK) specify the emergency medicines and medical emergency equipment that must be available to safely and effectively manage a medical emergency. Systems were in place to ensure that emergency medicines and equipment are immediately available as specified and do not exceed their expiry dates.

A review of the medical emergency equipment identified that the automated external defibrillator paediatric pads had exceeded their expiry date. It was also noted that the syringes used for the administration of adrenaline had exceeded their expiry dates. This was brought to the attention of Mr Hendry and following the inspection, RQIA received confirmation that these matters had been addressed.

A review of the emergency medicines identified that the Glucagon, a medication used for the treatment of hypoglycaemia, was being stored in a fridge. The manufacturer's guidance for Glucagon states that it can be stored in a fridge between two and eight degrees Celsius, or if stored at room temperature a revised expiry date of 18 months from the date of receipt should be applied. A review of the record of fridge temperatures identified that they had exceeded eight degrees Celsius on several occasions. The storage of this medication was discussed and Mr Hendry was advised to review the storage arrangements to align with the manufacturer's instructions. During the inspection Mr Hendry confirmed that the Glucagon medication would be stored in the emergency drug box with the recommended revised expiry date put in place. It was suggested that emergency drug expiry date checklist is updated in this regard.

There was a medical emergency policy and procedure in place and a review of this evidenced that it reflected legislation and best practice guidance. Protocols were available to guide the dental team on how to manage recognised medical emergencies.

Managing medical emergencies is included in the induction programme and refresher training is undertaken annually.

Members of the dental team were able to describe the actions they would take, in the event of a medical emergency, and were familiar with the location of medical emergency medicines and equipment.

Addressing these matters will ensure that sufficient emergency medicines and equipment are in place and the dental team is trained to manage a medical emergency as specified in the legislation, professional standards and guidelines.

### **5.2.4 Does the dental team provide dental care and treatment using conscious sedation in line with the legislation and guidance?**

Conscious sedation helps reduce anxiety, discomfort, and pain during certain procedures. This is accomplished with medications or medical gases to relax the patient.

Mr Hendry confirmed that conscious sedation is not offered in Victoria Dental Care.

### **5.2.5 Does the dental team adhere to infection prevention and control (IPC) best practice guidance?**

The IPC arrangements were reviewed throughout the practice to evidence that the risk of infection transmission to patients, visitors and staff was minimised.

There was an overarching IPC policy and associated procedures in place. Review of these documents demonstrated that they reflected legislation and best practice guidance. Mr Hendry confirmed there was a nominated lead dental nurse who had responsibility for IPC and decontamination in the practice. The lead dental nurse had undertaken IPC and decontamination training in line with their continuing professional development and had retained the necessary training certificates as evidence.

During a tour of some areas of the practice, it was observed that clinical and decontamination areas were clean, tidy and uncluttered. During the inspection, it was identified that the decontamination room had been relocated within the practice. This is further discussed in section 5.2.6 of this report.

The arrangements for personal protective equipment (PPE) were reviewed and it was noted that appropriate PPE was readily available for the dental team in accordance with the treatments provided.

Six-monthly IPC audits were undertaken by the dental team and records retained for inspection; however, it was noted that these audits had not been undertaken using the Infection Prevention Society's (IPS) audit tool. The Infection Prevention Society (IPS) audit tool is used to self-assess compliance with best practice guidance. The purpose of these audits is to assess compliance with key elements of IPC, relevant to dentistry, including the arrangements for environmental cleaning; the use of PPE; hand hygiene practice; and waste and sharps management. This audit also includes the decontamination of reusable dental instruments which is discussed further in the following section of this report. Advice and guidance was provided to Mr Hendry to complete an Infection Prevention Society (IPS) audit on a six monthly basis and, where applicable, generate an action plan to address any improvements required. Following the inspection, RQIA received confirmation that this matter had been addressed.

Hepatitis B vaccination is recommended for clinical members of the dental team as it protects them if exposed to this virus. A system was in place to ensure that relevant members of the dental team have received this vaccination. A review of a sample of staff personnel files confirmed that vaccination history is checked during the recruitment process and vaccination records are retained in personnel files.

Discussion with members of the dental team confirmed that they had received IPC training relevant to their roles and responsibilities and they demonstrated good knowledge and understanding of these procedures. Review of training records evidenced that the dental team had completed relevant IPC training and had received regular updates.

Addressing these matters will ensure that the dental team adheres to best practice guidance to minimise the risk of infection transmission to patients, visitors and staff.



### 5.2.6 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 (DoH).

There was a range of policies and procedures in place for the decontamination of reusable dental instruments that were comprehensive and reflected legislation, minimum standards and best practice guidance.

There was a designated decontamination room separate from patient treatment areas and dedicated to the decontamination process. As previously stated, it was identified that the decontamination room had been relocated within the practice. It was also noted that works for improvements to the ventilation system in the decontamination room, were ongoing. This was discussed with Mr Hendry and advice was given to submit an application for variation to registration, as a matter of urgency, in this regard. Following the inspection, RQIA received an application for variation to registration regarding the relocation of the decontamination room within the practice. The design and layout of this room will be followed up separately during the variation to registration application process to ensure that it complies with best practice guidance.

The equipment was sufficient to meet the requirements of the practice. Records evidencing that the equipment for cleaning and sterilising instruments was inspected, validated, maintained and used in line with the manufacturers' guidance were reviewed. Review of equipment logbooks demonstrated that all required tests to check the efficiency of the machines had been undertaken.

Discussion with members of the dental team confirmed that they had received training on the decontamination of reusable dental instruments in keeping with their role and responsibilities. They demonstrated good knowledge and understanding of the decontamination process and were able to describe the equipment treated as single use and the equipment suitable for decontamination.

RQIA will review the application for variation to registration regarding the new decontamination room. Assurances were provided during this inspection that the dental team are adhering to current best practice guidance on the decontamination of dental instruments.

### 5.2.7 Are arrangements in place to minimise the risk of COVID-19 transmission?

There were COVID-19 policies and procedures in place which were in keeping with the Health and Social Care Public Health Agency guidance [Infection Prevention and Control Measures for Respiratory illnesses March 2023](#) and the [Infection Prevention and Control Manual for Northern Ireland](#).

The management of operations in response to the pandemic was discussed with members of the dental team.

These discussions included the application of best practice guidance, and focused on, training of staff, and enhanced cross-infection control procedures. There is an identified COVID-19 lead staff member and arrangements are in place to ensure the dental team is regularly reviewing COVID-19 advisory information, guidance and alerts.

A review of the COVID-19 arrangements evidenced that procedures are in place to ensure the staff adhere to best practice guidance to minimise the risk of COVID-19 transmission.

#### **5.2.8 How does the dental team ensure that appropriate radiographs (x-rays) are taken safely?**

The arrangements regarding radiology and radiation safety were reviewed to ensure that appropriate safeguards were in place to protect patients, visitors and staff from the ionising radiation produced by taking an x-ray.

Dental practices are required to notify and register any equipment producing ionising radiation with the Health and Safety Executive (HSE) (Northern Ireland). A review of records evidenced the practice had registered with the HSE.

The practice has three surgeries each of which has an intra-oral x-ray machine and the equipment inventory reflected this. In addition, there is an orthopan tomogram (OPG) machine, which is located in a separate room.

A radiation protection advisor (RPA), medical physics expert (MPE) and radiation protection supervisor (RPS) have been appointed in line with legislation.

A dedicated radiation protection file containing the relevant local rules, employer's procedures and other additional information was retained.

A review of the file confirmed that, in the main, the Employer had entitled the dental team to undertake specific roles and responsibilities associated with radiology and ensured that these staff had completed appropriate training. It was identified that three staff members had not yet been entitled. This was discussed with Mr Hendry who stated the entitlement arrangements would be completed for the identified staff. Following the inspection, RQIA received confirmation that this matter had been addressed. The RPS oversees radiation safety within the practice. A review of the file evidenced that the RPS had not reviewed the radiation protection file to ensure it was accurate and up to date. It was also noted that the annual justification and clinical evaluation audit for each dentist who undertakes radiographs, had not been completed. These matters were brought to the attention of Mr Hendry and following the inspection, RQIA received confirmation that these matters had been addressed.

The appointed RPA must undertake a critical examination and acceptance test of all new x-ray equipment; thereafter the RPA must complete a quality assurance test every three years as specified within the legislation.

Mr Hendry confirmed that no new radiology equipment had been installed since the previous RQIA inspection.



The most recent report generated by the RPA on 14 March 2023 evidenced that the x-ray equipment had been examined, however it was noted that the recommendations made by the RPA had not been actioned. This was brought to the attention of Mr Hendry and following the inspection, RQIA received confirmation that this matter had been addressed.

It was noted that a copy of the current local rules was not on display near each x-ray machine observed and that appropriate staff had not signed to confirm that they had read and understood the local rules. It was also noted that the x-ray warning sign for the OPG machine was the only x-ray warning sign displayed in the practice. These matters were brought to the attention of Mr Hendry and following the inspection, RQIA received confirmation that these matters had been addressed.

The dental team demonstrated sound knowledge of radiology and radiation safety including the local rules and associated practice.

It was evidenced that measures are taken to optimise radiation dose exposure. This included the use of rectangular collimation, and digital x-ray processing.

This inspection identified a number of shortcomings in the oversight of radiation safety within the practice. Mr Hendry was advised to implement robust quality assurance systems and processes to ensure that all matters relating to x-rays reflect legislation and best practice guidance at all times. This will ensure that radiology and radiation safety arrangements and procedures are in place to ensure that appropriate x-rays are taken safely.

### 5.2.9 Are complaints and incidents being effectively managed?

The arrangements for the management of complaints and incidents were reviewed to ensure that they were being managed in keeping with legislation and best practice guidance.

The complaints policy and procedure provided clear instructions for patients and staff to follow. Patients and/or their representatives were made aware of how to make a complaint by way of the patient's guide and information on display in the practice.

Arrangements were in place to record any complaint received in a complaints register and retain all relevant records including details of any investigation undertaken, all communication with complainants, the outcome of the complaint and the complainant's level of satisfaction.

A review of records concerning complaints evidenced that complaints had been managed in accordance with best practice guidance. A complaints audit had been undertaken to identify trends, drive quality improvement and to enhance service provision.

Discussion with Mr Hendry confirmed that an incident policy and procedure was in place which includes the reporting arrangements to RQIA. Mr Hendry confirmed that incidents are effectively documented and investigated in line with legislation. All relevant incidents are reported to RQIA and other relevant organisations in accordance with legislation and RQIA [Statutory Notification of Incidents and Deaths](#). Arrangements are in place to audit adverse incidents to identify trends and improve service provided.

The dental team was knowledgeable on how to deal with and respond to complaints and incidents in accordance with legislation, minimum standards and the DoH guidance.

Arrangements were in place to share information with the dental team about complaints and incidents including any learning outcomes, and also compliments received.

Systems were in place to ensure that complaints and incidents were being managed effectively in accordance with legislation and best practice guidance.

#### **5.2.10 How does a registered provider who is not in day to day management of the practice assure themselves of the quality of the services provided?**

Where the business entity operating a dental practice is a corporate body or partnership or an individual owner who is not in day to day management of the practice, unannounced quality monitoring visits by the registered provider must be undertaken and documented every six months; as required by Regulation 26 of The Independent Health Care Regulations (Northern Ireland) 2005.

Mr Hendry was in day to day management of the practice, therefore the unannounced quality monitoring visits by the registered provider are not applicable.

#### **5.3 Does the dental team have suitable arrangements in place to record equality data?**

The arrangements in place in relation to the equality of opportunity for patients and the importance of staff being aware of equality legislation and recognising and responding to the diverse needs of patients was discussed with Mr Hendry.

Discussion and review of information evidenced that the equality data collected was managed in line with best practice. It was confirmed that arrangements are place to implement the collection of equality data within Victoria Dental Care.

### **6.0 Quality Improvement Plan/Areas for Improvement**

	<b>Regulations</b>	<b>Standards</b>
<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 Mr Hendry, Responsible Person, as part of the inspection process and can be found in the main body of the report.



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