



The Regulation and
Quality Improvement
Authority

Announced Inspection- Follow Up

Name of Establishment: Orchard Family Dental
Establishment ID No: 11540
Date of Inspection: 11 February 2015
Inspector's Name: Stephen O'Connor
Inspection No: 21069

The Regulation and Quality Improvement Authority
9th floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501

1.0 General Information

Name of establishment:	Orchard Family Dental
Address:	62 Catherine Street Limavady BT49 9DB
Telephone number:	028 77 722464
Registered organisation / registered provider:	Miss Stephanie Desmond
Registered manager:	Miss Stephanie Desmond
Person in charge of the establishment at the time of Inspection:	Miss Stephanie Desmond
Registration category:	IH-DT
Type of service provision:	Private dental treatment
Maximum number of places registered: (dental chairs)	4
Date and type of previous inspection:	Announced Inspection 11 December 2014
Date and time of inspection:	11 February 2015 13:25 – 13:40
Name of inspector:	Stephen O'Connor

2.0 Introduction

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect dental practices providing private dental care and treatment. A minimum of one inspection per year is required.

This is a report of the announced inspection to assess the quality of services being provided. The report details the extent to which the standards measured during inspection were met.

3.0 Purpose of the Inspection

The purpose of this inspection was to consider whether the service provided to patients was in accordance with their assessed needs and preferences and was in compliance with legislative requirements, minimum standards and other good practice indicators. This was achieved through a process of analysis and evaluation of available evidence.

RQIA not only seeks to ensure that compliance with regulations and standards is met but also aims to use inspection to support providers in improving the quality of services. For this reason, inspection involves in-depth examination of an identified number of aspects of service provision.

The aim of this announced inspection was to monitor the improvements made following the announced inspection undertaken on 11 December 2014 and to determine the provider's compliance with the following:

- The HPSS (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;
- The Minimum Standards for Dental Care and Treatment 2011; and
- Health Technical Memorandum HTM 01-05: Decontamination in Primary Care Dental Practices.

Other published standards which guide best practice may also be referenced during the inspection process.

4.0 Methods/Process

- Return of the completed Quality Improvement Plan from inspection of 11 December 2014.
- Discussion with Miss Stephanie Desmond, registered provider.
- Examination of relevant records.
- Tour of the premises.
- Evaluation and feedback.

Any other information received by RQIA about this practice has also been considered by the inspector in preparing for this inspection.

5.0 Inspection Focus

The inspection sought to establish the level of compliance with the Independent Health Care Regulations (Northern Ireland) 2005 and the Minimum Standards for Dental Care and Treatment 2011.

The purpose of this inspection was to monitor and ensure that the serious concerns and issues identified during the previous inspection, which was undertaken on 11 December 2014, have been addressed.

6.0 Profile of Service

Orchard Family Dental is located within a commercial building which has been converted to accommodate a dental practice. It is located on Catherine Street close to the town centre in Limavady. On-street car parking is available for patients and a public car park is located close by.

Orchard Family Dental was previously operated under a different name under different ownership and management. Miss Stephanie Desmond took over the operation of this practice during March 2013.

The building is accessible for patients with a disability as all four dental surgeries are located on the ground floor.

Orchard Family Dental currently provides four surgeries, a separate decontamination room, a reception area and a waiting area for patients use. Staff and storage facilities are located on the first floor. A room has been identified that could potentially accommodate a fifth dental surgery. Miss Desmond is aware that if a fifth surgery is established, an application to vary the registration of the practice should be submitted to RQIA prior to the surgery becoming operational.

Orchard Family Dental operates four dental chairs, providing NHS and private dental care. Miss Desmond is supported by three associate dentists, a practice manager and a team of dental nurses and reception staff.

Miss Desmond has been the registered provider and manager of Orchard Family Dental since initial registration with RQIA on the 14 June 2013.

The establishment's statement of purpose outlines the range of services provided.

This practice is registered with RQIA as an independent hospital (IH) providing dental treatment (DT).

7.0 Summary of Inspection

This announced follow up inspection of Orchard Family Dental was undertaken by Stephen O'Connor on 11 February 2015 between the hours of 13:25 and 13:40. Miss Stephanie Desmond, registered provider was available during the inspection and for verbal feedback at the conclusion of the inspection.

The purpose of this inspection was to monitor and ensure that the serious issues identified during the previous inspection, which was undertaken on 11 December 2014, have been addressed.

During the course of the inspection the inspector discussed operational issues, examined a selection of records and carried out a general inspection of the establishment.

The focus of the inspection was to review the issues arising from the previous inspection. Two requirements were made during the announced inspection of 11 December 2014. Review of documentation, observation and discussion with Miss Desmond demonstrated that both requirements have been addressed and compliance achieved.

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

The inspector wishes to thank Miss Desmond for her helpful discussions, assistance and hospitality throughout the inspection process.

8.0 Follow-up on Previous Issues

This was an announced follow up inspection to monitor the improvements made following the previous announced inspection undertaken on 11 December 2014. The inspection focused on the previous Quality Improvement Plan and the requirements which had been made previously.

The requirements were based on The Independent Health Care Regulations (Northern Ireland) 2005.

8.1.0 Previous Requirements

8.1.1 Regulation 15 (3) – Dental handpieces should be decontaminated in line with the manufacturer’s instructions. In keeping with best practice guidance as outlined in PEL (13) 13 compatible handpieces must be processed using an automated validated process.

Miss Desmond confirmed that a handpiece port has been fitted in the washer disinfecter, and that all compatible handpieces are being processed through the washer disinfecter prior to sterilisation. During the inspection the washer disinfecter was in operation and the inspector observed handpieces being processed in the machine.

This requirement has been addressed.

8.1.2 The washer disinfecter must be repaired as a matter of urgency. All compatible dental instruments must be processed through the washer disinfecter.

Manual cleaning should be considered only where the manufacturer specifies that the instrument is not compatible with an automated validated process or when the washer disinfecter is temporarily unavailable.

Manual cleaning should not be used as a substitute for cleaning using an automated validated process on a routine basis.

Miss Desmond confirmed that a service engineer visited the practice and identified and repaired the fault that was causing the machine to fail. Miss Desmond also confirmed that the washer disinfecter has been in routine use since the 22 December 2014. The washer disinfecter was revalidated on the 22 January 2015 and the inspector reviewed the validation certificate.

Review of the pre-printed machine logbook demonstrated that all required periodic tests have been consistently undertaken and results recorded from week commencing 22 December 2014.

Miss Desmond confirmed that the practice policy is that all compatible reusable dental instruments must be processed through the washer disinfecter. Manual cleaning is only undertaken when the manufacturer

instructions specify that the instrument is not compatible with the washer disinfectant or when instruments are observed to be heavily soiled.

The washer disinfectant has a data logger fitted to record cycle parameters and Miss Desmond confirmed that arrangements are in place to upload the information recorded on the data logger to the practice computer system on a weekly basis.

Miss Desmond confirmed that should the washer disinfectant malfunction in the future that it will be repaired as a matter of urgency.

This requirement has been addressed.

9.0 Quality Improvement Plan

The findings of this inspection were discussed with Miss Desmond as part of the inspection process.

This inspection resulted in no requirements or recommendations being made. The registered provider/manager is asked to sign the appropriate page confirming they are assured about the factual accuracy of the content of the report.

Matters to be addressed as a result of this inspection are set in the context of the current registration of your premises. The registration is not transferable so that in the event of any future application to alter, extend or to sell the premises the RQIA would apply standards current at the time of that application.

Enquiries relating to this report should be addressed to:

Stephen O'Connor
The Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT



Report Approval
Announced Follow Up Inspection
Orchard Family Dental
11 February 2015

No requirements or recommendations resulted from the announced follow up inspection of Orchard Family Dental which was undertaken on 11 February 2015 and I agree with the content of the report. Return this QIP to Independent.Healthcare@rqia.org.uk.

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

Name of registered manager completing	Vanessa Stephanie Desmond
Name of responsible person/identified responsible person approving	Vanessa Stephanie Desmond

Approved by: (Inspector to complete)	Date
Stephen O'Connor	20/02/2015