



The Regulation and  
Quality Improvement  
Authority

Jordan Dental Care  
RQIA ID: 11546  
41-43 Holywood Road  
Belfast  
BT4 3BA

Inspectors: Stephen O'Connor and Norma Munn  
Inspection ID: IN024081

Tel: 028 9047 1266

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**Unannounced Enforcement Compliance Inspection  
of  
Jordan Dental Care**

**10 March 2016**

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. 1.0 Summary of Inspection**

An unannounced enforcement compliance inspection took place on 10 March 2016 from 10:00 to 10.30.

The purpose of the inspection was to assess the level of compliance achieved in relation to a failure to comply notice, FTC/IHC-DT/11546/2015-16/01, issued on 07 January 2016. The areas for improvement and compliance with the regulation were in relation to recruitment and selection of staff. The date for compliance with the notice was 10 March 2016.

### **FTC Ref: FTC/IHC-DT/11546/2015-16/01**

There was evidence available to confirm that some progress had been made towards achieving compliance with the above failure to comply notice. However, evidence confirming that full compliance with the failure to comply notice was not available during this inspection.

RQIA senior management held a meeting on 10 March 2016, to discuss the inspection outcomes and as no new staff had been employed in the practice since the failure to comply notice had been issued a decision was made to extend the compliance date up to the legislative timeframe of 90 days. Compliance with the notice must be achieved by 09 April 2016.

## **1.1 Actions/Enforcement\* Taken Following the Last Announced Care Inspection**

Following an announced care inspection on 21 December 2015 a failure to comply notice was issued with regards to recruitment and selection of staff processes. The date for compliance was 10 March 2016.

## **1.2 Actions/Enforcement\* Resulting From This Inspection**

### **FTC Ref: FTC/IHC-DT/11546/2015-16/01**

As indicated above, there was evidence available to confirm that some progress had been made towards achieving compliance, however full compliance had not been achieved with the above failure to comply notice regarding recruitment and selection of staff.

With reference to the summary section above, the above notice was extended up to the legislative timeframe of 90 days with a date of compliance to be achieved by 09 April 2016.

\*All enforcement notices for registered establishments are published on RQIA's website at: [http://www.rqia.org.uk/inspections/enforcement\\_activity.cfm](http://www.rqia.org.uk/inspections/enforcement_activity.cfm)

## 2. Service Details

<b>Registered Organisation/Registered Person:</b> Mr David Jordan	<b>Registered Manager:</b> Mr David Jordan
<b>Person in Charge of the Practice at the Time of Inspection:</b> Mr David Jordan	<b>Date Manager Registered:</b> 22 December 2011
<b>Categories of Care:</b> Independent Hospital (IH) – Dental Treatment	<b>Number of Registered Dental Chairs:</b> 3

## 3. Inspection Focus

The inspection sought to assess the level of compliance with the required actions indicated within the failure to comply notice issued on 07 January 2016. The date for compliance on the notice was 10 March 2016.

## 4. Methods/Process

Specific methods/processes used in this inspection include the following:

- discussion with Mr David Jordan, registered person
- review of relevant records
- evaluation and feedback

## 5. The Inspection

### 5.1 FTC Ref: FTC/IHC-DT/11546/2015-16/01

#### The Independent Health Care Regulations (Northern Ireland) 2005

##### Regulation 19 (2)

A person is not fit to work in or for the purposes of an establishment, or for the purposes of an agency unless –

(d) full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 2.

#### SCHEDULE 2

#### INFORMATION REQUIRED IN RESPECT OF PERSONS SEEKING TO CARRY ON, MANAGE OR WORK AT AN ESTABLISHMENT OR AGENCY

(2) Either –

(a) Where a certificate is required for a purpose relating to registration under Part 111 of the Order, or the position falls within section 115 (3) or (4) of the Police Act 1997

(a), an enhanced criminal record certificate issued under section 115 of that Act.

In relation to this notice, the following four actions were required to comply with this regulation.

- The registered person must ensure that at all times staff are recruited and employed in accordance with statutory legislation and mandatory requirements. This includes the receipt of a satisfactory AccessNI enhanced disclosure check prior to commencement of employment
- The registered person must ensure that the staff recruitment policy and procedure contains details of all the required information as listed within Regulation 19 (2) and Schedule 2 of The Independent Health Care Regulations (Northern Ireland) 2005
- The registered person must implement robust monitoring systems to ensure that the recruitment process is compliant with statutory legislation and mandatory requirements
- The registered person must ensure that all staff involved in the recruitment process receive training or refresher training in safeguarding of children and vulnerable adults.

Mr Jordan confirmed that he is responsible for the recruitment and selection of staff in Jordan Dental Care and that he would be supported during the recruitment process by a dental nurse. Mr Jordan confirmed that no new staff have been recruited since the previous inspection.

Mr Jordan confirmed that following the previous inspection he has further developed the practice recruitment procedures to ensure that staff will be recruited in accordance with statutory legislation and mandatory requirements.

Review of documentation demonstrated that a recruitment checklist has been developed. The checklist includes all recruitment documentation as outlined in Schedule 2 of The Independent Health Care Regulations (Northern Ireland) 2005. Mr Jordan confirmed that he will be responsible for ensuring this checklist is completed and that all required documents have been received and reviewed prior to any new staff commencing work in the practice. Mr Jordan confirmed that the checklist will be filed at the front of staff personnel files for all staff recruited in the future.

A criminal conviction declaration to be completed by newly recruited staff members has been established. Mr Jordan confirmed that this will be filed in the staff members personnel file.

A template has been developed to record the information contained in enhanced AccessNI certificates and Mr Jordan confirmed that enhanced AccessNI certificates will be handled in keeping with the Access Code of Practice. Mr Jordan should review this newly established template in keeping with the information outlined in the dental provider guidance for the 2015/16 inspection year to ensure that all required information is included in the document.

Mr Jordan confirmed that the practice recruitment policy had been further developed following the previous inspection. However, review of the recruitment policy demonstrated that although it included the recruitment documents to be retained as outlined in Schedule 2 of The Independent Health Care Regulations (Northern Ireland) 2005, it requires further development to fully reflect best practice guidance. Mr Jordan was advised that the recruitment policy should detail the entire recruitment journey and include the names and responsibilities of the persons responsible for staff recruitment. Mr

Jordan was referred to the dental provider guidance for the 2015/16 inspection year for further information in regards to the content of the practice recruitment policy.

Discussion with Mr Jordan and review of documentation demonstrated that refresher training in safeguarding children and vulnerable adults for staff involved in the recruitment process had not been completed since the previous inspection. The most recent occasion staff completed refresher training in safeguarding children and vulnerable adults was during July 2013. Mr Jordan was advised that formal refresher training must be provide for all staff involved in the recruitment process and for all staff in the practice.

Review of documentation and discussion with Mr Jordan demonstrated that some progress had been made towards achieving compliance with the actions outlined in the failure to comply notice. However, evidence confirming that full compliance with the failure to comply notice was not available during this inspection.

RQIA senior management held a meeting on 10 March 2016. No new staff had been employed in the practice since the failure to comply notice had been issued. Therefore the risk to patients, as a result of poor recruitment practice, is currently minimised. As a result of this a decision was made to extend the compliance date up to the legislative timeframe of 90 days. Compliance with the notice must be achieved by 09 April 2016.

**I agree with the content of the report.**

<b>Registered Manager</b>	David Jordan	<b>Date Completed</b>	19/04/16
<b>Registered Person</b>		<b>Date Approved</b>	
<b>RQIA Inspector Assessing Response</b>	Stephen O'Connor	<b>Date Approved</b>	19/04/16

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

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

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 dental 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/manager from their responsibility for maintaining compliance with minimum standards and regulations.