

# Announced Care Inspection Report 13 March 2018



## Bupa Dental Care, Church Street, Banbridge

**Type of Service: Independent Hospital (IH) – Dental Treatment**

**Address: 47 Church Street, Banbridge BT32 4AA**

**Tel No: 028 4062 5281**

**Inspector: Elizabeth Colgan**

[www.rgia.org.uk](http://www.rgia.org.uk)

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 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 two registered places.

### 3.0 Service details

|  |   |
|--|---|
| <b>Organisation/Registered Provider:</b><br>Oasis Dental Care<br><br><b>Responsible Individual(s):</b><br>Mr Andrew Relf | <b>Registered Manager:</b><br>Mrs Penny Chapman     |
| <b>Person in charge at the time of inspection:</b><br>Mrs Penny Chapman  | <b>Date manager registered:</b><br>24 February 2017 |
| <b>Categories of care:</b><br>Independent Hospital (IH) – Dental Treatment   | <b>Number of registered places:</b><br>2            |

### 4.0 Inspection summary

An announced inspection took place on 13 March 2018 from 09.54 to 12.45.

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).

The inspection assessed progress with any areas for improvement identified during and since the last care inspection and to determine if the practice was delivering safe, effective and compassionate care and if the service was well led.

Examples of good practice were evidenced in all four domains. These related to patient safety in respect of staff training and development, safeguarding, the management of medical emergencies, infection prevention and control, radiology and the environment. Other examples included health promotion, and engagement to enhance the patients' experience.

Two areas requiring improvement were identified against the regulations, one to ensure that the recruitment process includes the completion of criminal conviction declaration by all new staff members and the other to ensure the nominated person undertakes an unannounced monitoring visit to the premises at least every six months in accordance with legislation to monitor the quality of services and provide a report of their findings.

Patients and staff who submitted questionnaire responses to RQIA indicated that they were very satisfied with all aspects of care in this service. The following comments were provided:

- “No, all’s brilliant”
- “Excellent support offered as a group”

The results of the submitted staff questionnaires were discussed with Mrs Chapman who confirmed that she would discuss these at the next team meeting.

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> | 2           | 0         |

Details of the Quality Improvement Plan (QIP) were discussed with Mrs Penny Chapman, registered manager, as part of the inspection process. The timescales for completion commence from the date of inspection.

Enforcement action did not result from the findings of this inspection.

#### 4.2 Action/enforcement taken following the most recent care inspection dated 1 March 2017

Other than those actions detailed in the QIP no further actions were required to be taken following the most recent inspection on 1 March 2017.

#### 5.0 How we inspect

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

- notifiable events since the previous care inspection
- the registration status of the establishment
- written and verbal communication received since the previous care inspection
- the returned QIP from the previous care inspection
- the previous care inspection report
- submitted staffing information
- submitted complaints declaration

Questionnaires were provided to patients prior to the inspection by the practice on behalf of RQIA and the results of the submitted patient questionnaires were analysed prior to the inspection.

A poster informing staff to complete a questionnaire by web portal was also provided. Returned completed staff questionnaires were also analysed prior to the inspection. It was evident that staff had experienced some confusion when completing questionnaires. RQIA have acknowledged that some difficulties have been experienced with the introduction of electronic questionnaires and RQIA continues to work to resolve the matter. The results of the submitted staff questionnaires were discussed with Mrs Chapman who confirmed that she would discuss these at the next team meeting.

A poster informing patients that an inspection was being conducted was displayed.

During the inspection the inspector met with Mrs Chapman, registered manager, two dental nurses and a receptionist. A tour of the premises was also undertaken.

A sample of records was examined during the inspection in relation to the following areas:

- staffing
- recruitment and selection
- safeguarding
- management of medical emergencies
- infection prevention and control and decontamination
- radiography
- clinical record recording arrangements
- health promotion
- management and governance arrangements
- maintenance arrangements

Areas for improvement identified at the last care inspection were reviewed and assessment of compliance recorded as met, partially met, or not met.

The findings of the inspection were provided to Mrs Chapman at the conclusion of the inspection.

## **6.0 The inspection**

### **6.1 Review of areas for improvement from the most recent inspection dated 1 March 2017**

The most recent inspection of the practice was an announced care inspection. The completed QIP was returned and approved by the care inspector.

**6.2 Review of areas for improvement from the last care inspection dated 1 March 2017**

| <b>Areas for improvement from the last care inspection</b>  |  |                                 |
|---|--|---------------------------------|
| <b>Action required to ensure compliance with The Minimum Standards for Dental Care and Treatment (2011)</b> |  | <b>Validation of compliance</b> |
| <p><b>Area for improvement 1</b></p> <p><b>Ref:</b> Standard 8.3</p> <p><b>Stated:</b> First time</p>       | <p>The engineer routine assessment reports for the intra-oral x-ray machines dated March 2016 should be forwarded to the appointed radiation protection advisor (RPA).</p> <p>An RPA report dated within the last three years for each piece of radiology equipment should be available in the radiation protection file.</p> <p>Evidence should be retained to confirm any recommendations in the RPA reports have been actioned.</p>   | <b>Met</b>                      |
|   | <p><b>Action taken as confirmed during the inspection:</b></p> <p>Review of documentation confirmed that the engineer’s routine assessment reports for the intra-oral x-ray machines dated March 2016 were forwarded to the appointed radiation protection advisor (RPA).</p> <p>RPA reports dated 14 March 2017 were available for each piece of radiology equipment and a copy retained in the radiation protection file.</p> <p>Some evidence was available to confirm any recommendations in the RPA reports have been actioned. Further evidence was submitted to RQIA by electronic mail on 16 March 2017.</p> |                                 |

## 6.3 Inspection findings

### 6.4 Is care safe?

**Avoiding and preventing harm to patients and clients from the care, treatment and support that is intended to help them.**

#### Staffing

Two dental surgeries are in operation in this practice. Discussion with staff and a review of completed patient and staff questionnaires demonstrated that there was sufficient numbers of staff in various roles to fulfil the needs of the practice and patients.

Induction programme templates were in place relevant to specific roles and responsibilities. A sample of three evidenced that induction programmes had been completed when new staff joined the practice.

Procedures were in place for appraising staff performance and staff confirmed that appraisals had taken place. Staff confirmed that they felt supported and involved in discussions about their personal development. A review of a sample of three evidenced that appraisals had been completed on an annual basis. There was a system in place to ensure that all staff receive appropriate training to fulfil the duties of their role.

A review of records confirmed that a robust system was in place to review the General Dental Council (GDC) registration status and professional indemnity of all clinical staff.

#### Recruitment and selection

A review of the submitted staffing information and discussion with Mrs Chapman confirmed that three staff have been recruited since the previous inspection. A review of the personnel files for these staff demonstrated that most of the relevant information as outlined in Schedule 2 of The Independent Health Care Regulations (Northern Ireland) 2005 has been sought and retained. Two staff files did not contain a criminal conviction declaration. The registered manager contacted the Bupa Dental Care human resources department who informed her that this is not requested in Northern Ireland. The other staff file contained this information as they had been employed by Oasis. Mrs Chapman was advised that a criminal conviction declaration must be completed by any new staff member and retained for inspection. An area of improvement identified against the regulations has been made in this regard.

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

#### Safeguarding

Staff were aware of the types and indicators of abuse and the actions to be taken in the event of a safeguarding issue being identified, including who the nominated safeguarding lead was.

Review of records demonstrated that all staff had received training in safeguarding children and adults as outlined in the Minimum Standards for Dental Care and Treatment 2011. It was confirmed that the safeguarding lead has arranged formal level 2 training in safeguarding adults in keeping with the Northern Ireland Adult Safeguarding Partnership (NIASP) training strategy (revised 2016).

Policies and procedures were in place for the safeguarding and protection of adults and children at risk of harm. The policies included the types and indicators of abuse and distinct referral pathways in the event of a safeguarding issue arising with an adult or child. The relevant contact details for onward referral to the local Health and Social Care Trust should a safeguarding issue arise were included.

It was confirmed that copies of the regional policy entitled 'Co-operating to Safeguard Children and Young People in Northern Ireland' (March 2016) and the regional guidance document entitled 'Adult Safeguarding Prevention and Protection in Partnership' (July 2015) were both available for staff reference.

### **Management of medical emergencies**

A review of medical emergency arrangements evidenced that emergency medicines were provided in keeping with the British National Formulary (BNF), and that emergency equipment as recommended by the Resuscitation Council (UK) guidelines was retained. A robust system was in place to ensure that emergency medicines and equipment do not exceed their expiry date. There was an identified individual with responsibility for checking emergency medicines and equipment.

Glucagon injection is stored in the fridge located in the decontamination room. Review of the daily temperature checks for the week prior to the inspection evidenced that on one occasion there was a significant increase in the temperature which would compromise the cold chain. Mrs Chapman agreed to move the thermometer to the upper shelf, raise the thermostat and monitor temperatures for a week. Mrs Chapman forwarded confirmation by electronic mail to RQIA on the 26 March 2018 that a new recording sheet, which included an action column, had been put in place. The review of the temperature recordings confirmed that these were now within recommended levels.

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 best practice guidance.

Discussion with staff demonstrated that they have a good understanding of the actions to be taken in the event of a medical emergency and the location of medical emergency medicines and equipment.

The policy for the management of medical emergencies reflected best practice guidance. Protocols were available for staff reference outlining the local procedure for dealing with the various medical emergencies.

## **Infection prevention control and decontamination procedures**

Clinical and decontamination areas were tidy and uncluttered and work surfaces were intact and easy to clean. Fixtures, fittings, dental chairs and equipment were free from damage, dust and visible dirt. Staff were observed to be adhering to best practice in terms of the uniform and hand hygiene policies.

Discussion with staff demonstrated that they had an understanding of infection prevention and control policies and procedures and were aware of their roles and responsibilities. Staff confirmed that they have received training in infection prevention and control and decontamination in keeping with best practice. Training records were available for inspection.

There was a nominated lead with responsibility for infection control and decontamination.

A decontamination room separate from patient treatment areas and dedicated to the decontamination process was available. Appropriate equipment, including a washer disinfectant and two steam steriliser have been provided to meet the practice requirements. A review of documentation evidenced that equipment used in the decontamination process has been appropriately validated in February 2018. 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. The most recent IPS audit was completed during February 2018.

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

## **Radiography**

The practice has two surgeries, each of which has an intra-oral x-ray machine.

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 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.

A copy of the local rules was on display near each x-ray machine and appropriate staff had signed to confirm that they had read and understood these. Staff spoken with demonstrated sound knowledge of the local rules and associated practice.

The radiation protection advisor (RPA) completes a quality assurance check every three years. Review of the report of the most recent visit by the RPA in March 2017 demonstrated that evidence was not available to confirm that all the recommendations made have been addressed. Mrs Chapman provided evidence by electronic mail to RQIA on 16 March 2018 that all recommendations made have now been addressed

The x-ray equipment has been serviced and maintained in accordance with manufacturer's instructions. Quality assurance systems and processes were in place to ensure that all matters relating to x-rays reflect legislative and best practice guidance.

## **Environment**

The environment was maintained to a high standard of maintenance and décor.

Detailed cleaning schedules were in place for all areas which were signed on completion. A colour coded cleaning system was in place. The mops in use were not clean and had not been stored inverted to assist the drying process. The practice has contract cleaners Mrs Chapman confirmed she would liaise with them to ensure the correct procedures were in place. Mrs Chapman confirmed by electronic mail on 26 March 2018 that a procedure was now in place for mop head cleaning and replacement with the contract cleaners.

Mrs Chapman confirmed that arrangements are in place for maintaining the environment.

A legionella risk assessment was last undertaken in January 2017 and water temperatures are monitored and recorded as recommended.

A fire risk assessment had been undertaken in February 2018 and staff confirmed fire training and fire drills had been completed in January 2018. Staff demonstrated that they were aware of the action to take in the event of a fire.

A written scheme of examination of pressure vessels was undertaken in August 2017.

It was confirmed that robust arrangements are in place for the management of prescription pads/forms and that written security policies are in place to reduce the risk of prescription theft and misuse.

## **Patient and staff views**

Thirteen patients submitted questionnaire responses to RQIA. All indicated that they felt safe and protected from harm. Twelve patients indicated that they were very satisfied with this aspect of care and one indicated that they were satisfied.

Eight staff submitted fully completed questionnaire responses, four staff skipped all questions. Six indicated that they felt that patients are safe and protected from harm. Six staff indicated they were very satisfied with this aspect of care and two indicated they were very unsatisfied. Staff spoken with during the inspection all concurred that they felt that patients are safe and protected from harm. One member of staff informed the inspector that she had completed the questionnaire wrongly; she had meant that she was very satisfied instead of very unsatisfied.

## **Areas of good practice**

There were examples of good practice found in relation to, induction, training, appraisal, safeguarding, management of medical emergencies, infection prevention control and decontamination procedures, radiology and the environment.

## Areas for improvement

Staff recruitment files should contain a criminal conviction declaration.

|  | Regulations | Standards |
|--|-------------|-----------|
| <b>Total number of areas for improvement</b> | 1           | 0         |

### 6.5 Is care effective?

**The right care, at the right time in the right place with the best outcome.**

## Clinical records

Staff confirmed that clinical records are updated contemporaneously during each patient's treatment session in accordance with best practice.

Mrs Chapman confirmed that routine dental examinations include a review of medical history, a check for gum disease and oral cancers and that treatment plans are developed in consultation with patients. It was confirmed that patients are informed about the cost of treatments, choices and options.

Both manual and computerised records are maintained. Electronic records have different levels of access afforded to staff dependent on their role and responsibilities. Appropriate systems and processes were in place for the management of records and maintaining patient confidentiality.

Policies were available in relation to records management, data protection and confidentiality and consent. The records management policy includes the arrangements in regards to the creation, storage, recording, retention and disposal of records and data protection. The policy is in keeping with legislation and best practice guidance.

The practice is registered with the Information Commissioner's Office (ICO) and a Freedom of Information Publication Scheme has been established.

## Health promotion

The practice has a strategy for the promotion of oral health and hygiene. There was a range of health promotion information leaflets were available in the reception area. The practice has a health promotion outreach programme that they deliver in schools and in mother and toddler group. Mrs Chapman confirmed that oral health is actively promoted on an individual level with patients during their consultations.

## Audits

There were arrangements in place to monitor, audit and review the effectiveness and quality of care delivered to patients at appropriate intervals which included:

- x-ray quality grading
- x-ray justification and clinical evaluation recording

- IPS HTM 01-05 compliance
- hand hygiene
- clinical records
- patient satisfaction

A detailed audit is also undertaken regularly which has been devised and monitored by the company.

### **Communication**

Mrs Chapman confirmed that arrangements are in place for onward referral in respect of specialist treatments. A policy and procedure and template referral letters have been established.

Staff meetings are held on a regular basis to discuss clinical and practice management issues. Review of documentation demonstrated that minutes of staff meetings are retained. Staff spoken with confirmed that meetings also facilitated informal and formal in house training sessions.

Staff confirmed that there are good working relationships and there is an open and transparent culture within the practice. A breaking bad news policy in respect of dentistry was in place.

### **Patient and staff views**

All of the 13 patients who submitted questionnaire responses indicated that they get the right care, at the right time and with the best outcome for them. Eleven patients indicated that they were very satisfied with this aspect of care and two indicated that they were satisfied.

Eight staff submitted fully completed questionnaire responses, four staff skipped all questions. Seven submitted staff questionnaire responses indicated that they felt that patients get the right care, at the right time and with the best outcome for them. Seven staff indicated that they were very satisfied with this aspect of care and one indicated they were very unsatisfied. Staff spoken with during the inspection concurred that they felt that patients get the right care, at the right time and with the best outcome for them. One member of staff informed the inspector that she had completed the questionnaire wrongly; she had meant that she was very satisfied instead of very unsatisfied.

### **Areas of good practice**

There were examples of good practice found in relation to the management of clinical records, the range and quality of audits, health promotion strategies and ensuring effective communication between patients and staff.

### **Areas for improvement**

No areas for improvement were identified during the inspection.

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

## 6.6 Is care compassionate?

**Patients and clients are treated with dignity and respect and should be fully involved in decisions affecting their treatment, care and support.**

### Dignity, respect and involvement in decision making

Staff demonstrated a good understanding of the core values of privacy, dignity, respect and patient choice. Staff confirmed that if they needed to speak privately with a patient that arrangements are provided to ensure the patient's privacy is respected. Staff were observed to converse with patients and conduct telephone enquiries in a professional and confidential manner.

The importance of emotional support needed when delivering care to patients who were very nervous or fearful of dental treatment was clear.

It was confirmed that treatment options, including the risks and benefits, were discussed with each patient. This ensured patients understood what treatment is available to them and can make an informed choice. Staff demonstrated how consent would be obtained.

The practice undertakes patient satisfaction surveys on a monthly basis. 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.

A policy and procedure was in place in relation to confidentiality which included the arrangements for respecting patient's privacy, dignity and providing compassionate care and treatment.

### Patient and staff views

All of the 13 patients who submitted questionnaire responses indicated that they are treated with dignity and respect and are involved in decision making affecting their care. Twelve patients indicated that they were very satisfied with this aspect of care and one indicated they were satisfied.

Eight staff submitted fully completed questionnaire responses, four staff skipped all questions. Seven submitted staff questionnaire responses indicated that they felt that patients are treated with dignity and respect and are involved in decision making affecting their care. Seven staff indicated that they were very satisfied with this aspect of care and one indicated that they were very unsatisfied. Staff spoken with during the inspection concurred that they felt that patients are treated with dignity and respect and are involved in decision making affecting their care. One member of staff informed the inspector that she had completed the questionnaire wrongly; she had meant that she was very satisfied instead of very unsatisfied.

### Areas of good practice

There were examples of good practice found in relation to maintaining patient confidentiality ensuring the core values of privacy and dignity were upheld and providing the relevant information to allow patients to make informed choices.

## Areas for improvement

No areas for improvement were identified during the inspection.

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

### 6.7 Is the service well led?

**Effective leadership, management and governance which creates a culture focused on the needs and experience of service users in order to deliver safe, effective and compassionate care.**

## Management and governance arrangements

There was a clear organisational structure within the practice and staff were able to describe their roles and responsibilities and were aware of who to speak to if they had a concern. Staff confirmed that there were good working relationships and that management were responsive to any suggestions or concerns raised.

Mrs Chapman is the nominated individual with overall responsibility for the day to day management of the practice. The registered provider or a person nominated by them does not monitor the quality of services and undertakes a visit to the premises at least every six months in accordance with legislation. Review of the reports of the unannounced monitoring visits evidenced that these were undertaken in January and December 2017. This was an area identified for improvement against the regulations as visits should be at least every six months.

Policies and procedures were available for staff reference. Observations made confirmed that policies and procedures were indexed, dated and systematically reviewed on a yearly basis. Staff spoken with were aware of the policies and how to access them.

Arrangements were in place to review risk assessments.

A copy of the complaints procedure was available in the practice. Staff demonstrated a good awareness of complaints management. A complaints questionnaire was forwarded by RQIA to the practice for completion. The evidence provided in the returned questionnaire indicated that complaints have been managed in accordance with best practice.

A system was in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies as appropriate. A system was also in place to ensure that urgent communications, safety alerts and notices are reviewed and where appropriate, made available to key staff in a timely manner.

Mrs Chapman confirmed that arrangements were in place to monitor, audit and review the effectiveness and quality of care delivered to patients at appropriate intervals. If required an action plan is developed and embedded into practice to address any shortfalls identified during the audit process.

A whistleblowing/raising concerns policy was available. Discussion with staff confirmed that they were aware of who to contact if they had a concern.

Mrs Chapman demonstrated a clear understanding of her role and responsibility in accordance with legislation. Information requested by RQIA has been submitted within specified timeframes. It was confirmed that the statement of purpose and patient's guide are kept under review, revised and updated when necessary and available on request.

The RQIA certificate of registration was up to date and displayed appropriately.

Observation of insurance documentation confirmed that current insurance policies were in place.

### **Patient and staff views**

All of the 13 patients who submitted questionnaire responses indicated that they felt that the service is well led. Twelve patients indicated that they were very satisfied with this aspect of the service and one indicated that they were satisfied.

Eight staff submitted fully completed questionnaire responses, four staff skipped all questions. Seven submitted staff questionnaire responses indicated that they felt that the service is well led. Six staff indicated that they were very satisfied with this aspect of the service; one indicated that they were satisfied and indicated that they were very unsatisfied. Staff spoken with during the inspection concurred that they felt that the service is well led. One member of staff informed the inspector that she had completed the questionnaire wrongly; she had meant that she was very satisfied instead of very unsatisfied.

### **Areas of good practice**

There were examples of good practice found in relation to, management of complaints and incidents, quality improvement and maintaining good working relationships.

### **Areas for improvement**

The nominated person should undertake a visit to the premises at least every six months in accordance with legislation to monitor the quality of services.

|  | <b>Regulations</b> | <b>Standards</b> |
|--|--------------------|------------------|
| <b>Total number of areas for improvement</b> | 1                  | 0                |

## **7.0 Quality improvement plan**

Areas for improvement identified during this inspection are detailed in the QIP. Details of the QIP were discussed with Mrs Chapman, registered manager, as part of the inspection process. The timescales commence from the date of inspection.

The registered person/manager should note that if the action outlined in the QIP is not taken to comply with regulations and standards this may lead to further enforcement action including possible prosecution for offences. It is the responsibility of the registered person to ensure that all areas for improvement identified within the QIP are addressed within the specified timescales.

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

### 7.1 Areas for improvement

Areas for improvement have been identified where action is required to ensure compliance with The Independent Health Care Regulations (Northern Ireland) 2005 and 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).

### 7.2 Actions to be taken by the service

The QIP should be completed and detail the actions taken to address the areas for improvement identified. The registered provider should confirm that these actions have been completed and return the completed QIP via Web Portal for assessment by the inspector.

| <b>Quality Improvement Plan</b>   |  |
|---|--|
| <b>Action required to ensure compliance with The Independent Health Care Regulations (Northern Ireland) 2005</b>  |  |
| <b>Area for improvement 1</b><br><br><b>Ref:</b> Regulation 19 (Schedule 2) as amended<br><br><b>Stated:</b> First time<br><br><b>To be completed by:</b> 13 April 2018 | The registered person shall ensure that the personnel files for staff contains all of the relevant information as outlined in Schedule 2 of The Independent Health Care Regulations (Northern Ireland) 2005 Specifically staff files should contain a criminal conviction declaration.<br><br><b>Ref:</b> 6.4<br><br><b>Response by registered person detailing the actions taken:</b><br>The personnel files for staff now contain a criminal conviction declaration & a system is in place to ensure this is completed for each new starter. |

|  |   |
|--|---|
| <p><b>Area for improvement 2</b></p> <p><b>Ref:</b> Regulation 26(4)</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> 30 June 2018</p> | <p>The registered person or a person nominated by them should undertake unannounced visits to the practice at least on a six monthly basis and generate a report detailing the main findings of their quality monitoring visit. The report should include the matters identified in Regulation 26 (4) of The Independent Health Care Regulations (Northern Ireland) 2005. An action plan to address any issues identified should be generated. The report should be shared with the registered manager and be available for inspection.</p> <p>Ref: 6.7</p> |
|  | <p><b>Response by registered person detailing the actions taken:</b></p> <p>These unannounced audits will be completed by myself or a person that i nominate in accordance with the regulations specified above.</p>  |

*\*Please ensure this document is completed in full and returned via Web Portal\**



The Regulation and  
Quality Improvement  
Authority

The Regulation and Quality Improvement Authority

9th Floor

Riverside Tower

5 Lanyon Place

BELFAST

BT1 3BT

Tel 028 9051 7500

Fax 028 9051 7501

Email [info@rqia.org.uk](mailto:info@rqia.org.uk)

Web [www.rqia.org.uk](http://www.rqia.org.uk)

 @RQIANews