



The Regulation and
Quality Improvement
Authority

Announced Inspection

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| Name of Establishment: | Newry Denture and Dental Care |
| Establishment ID No: | 12096 |
| Date of Inspection: | 15 December 2014 |
| Inspector's Name: | Emily Campbell |
| Inspection No: | 20599 |

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

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| Name of establishment: | Newry Denture and Dental Care |
| Address: | 100 Hill Street Newry BT34 1BT |
| Telephone number: | 028 30265765 |
| Registered organisation / Responsible individual: | Newry Denture and Dental Care Ltd. Mrs Geraldine O'Hare |
| Registered manager: | Mr Damien O'Hare |
| Person in charge of the establishment at the time of Inspection: | Mrs Geraldine O'Hare and Mr Damien O'Hare |
| Registration category: | IH-DT |
| Type of service provision: | Private dental treatment |
| Maximum number of places registered: (dental chairs) | 1 |
| Date and type of previous inspection: | Announced Inspection 19 August 2013 |
| Date and time of inspection: | 15 December 2014 10.15am – 11.35am |
| Name of inspector: | Emily Campbell |

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 aims of the inspection were to examine the policies, practices and monitoring arrangements for the provision of dental care, 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 and Professional Estates Letter (PEL) (13) 13.

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

4.0 Methods/Process

Committed to a culture of learning, the RQIA has developed an approach which uses self-assessment, a critical tool for learning, as a method for preliminary assessment of achievement of the Minimum Standards.

The inspection process has three key parts; self-assessment (including completion of self-declaration), pre-inspection analysis and the inspection visit by the inspector.

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

- a self-assessment was submitted prior to the inspection and has been analysed;
- discussion with Mrs Geraldine O'Hare, responsible individual, and Mr Damien O'Hare, registered manager;
- examination of relevant records;
- tour of the premises; and
- 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 Consultation Process

During the course of the inspection, the inspector spoke with staff on duty. Questionnaires were provided to staff prior to the inspection by the practice, on behalf of the RQIA to establish their views regarding the service. Matters raised by staff were addressed by the inspector during the course of this inspection:

| | Number | |
|------------------------------|---------------|------------|
| Discussion with staff | 0 | |
| Staff Questionnaires | 3 issued | 1 returned |

Prior to the inspection the registered person/s were asked, in the form of a declaration, to confirm that they have a process in place for consulting with service users and that a summary of the findings has been made available. The consultation process may be reviewed during this inspection.

6.0 Inspection Focus

The inspection sought to establish the level of compliance achieved with respect to the selected DHSSPS Minimum Standards for Dental Care and Treatment and a thematic focus incorporating selected standards and good practice indicators. An assessment on the progress in relation to the issues raised during and since the previous inspection was also undertaken.

In 2012 the DHSSPS requested that RQIA make compliance with best practice in local decontamination, as outlined in HTM 01-05 Decontamination in Primary Care Dental Premises, a focus for the 2013/14 inspection year.

The DHSSPS and RQIA took the decision to review compliance with best practice over two years. The focus of the two years is as follows:

- Year 1 – Decontamination – 2013/14 inspection year
- Year 2 - Cross infection control – 2014/15 inspection year

Standard 13 – Prevention and Control of Infection [Safe and effective care]

The dental service takes every reasonable precaution to make sure you are not exposed to risk of infection.

The decontamination section of the Infection Prevention Society Audit tool, which has been endorsed by the Department of Health, was used as a framework for development of a self-assessment tool and for planned inspections during 2013/14.

The following sections of the 2013 edition of the Infection Prevention Society Audit tool, which has been endorsed by the Department of Health have been used as a framework for the development of a self-assessment tool and for planned inspections in 2014/15:

- prevention of Blood-borne virus exposure;
- environmental design and cleaning;
- hand Hygiene;
- management of Dental Medical Devices;
- personal Protective Equipment; and
- waste.

A number of aspects of the Decontamination section of the Audit tool have also been revisited.

RQIA have highlighted good practice guidance sources to service providers, making them available on our website where possible. Where appropriate, requirements will be made against legislation and recommendations will be made against DHSSPS Minimum Standards for Dental Care and Treatment (2011) and other recognised good practice guidance documents.

The registered provider/manager and the inspector have each rated the practice's compliance level against each section of the self-assessment.

The table below sets out the definitions that RQIA has used to categorise the service's performance:

| Guidance - Compliance statements | | |
|---|--|---|
| Compliance statement | Definition | Resulting Action in Inspection Report |
| 0 - Not applicable | | A reason must be clearly stated in the assessment contained within the inspection report. |
| 1 - Unlikely to become compliant | | A reason must be clearly stated in the assessment contained within the inspection report. |
| 2 - Not compliant | Compliance could not be demonstrated by the date of the inspection. | In most situations this will result in a requirement or recommendation being made within the inspection report. |
| 3 - Moving towards compliance | Compliance could not be demonstrated by the date of the inspection. However, the service could demonstrate a convincing plan for full compliance by the end of the Inspection year. | In most situations this will result in a requirement or recommendation being made within the inspection report. |
| 4 – Substantially Compliant | Arrangements for compliance were demonstrated during the inspection. However, appropriate systems for regular monitoring, review and revision are not yet in place. | In most situations this will result in a recommendation, or in some circumstances a requirement, being made within the inspection report. |
| 5 – Compliant | Arrangements for compliance were demonstrated during the inspection. There are appropriate systems in place for regular monitoring, review and any necessary revisions to be undertaken. | In most situations this will result in an area of good practice being identified and comment being made within the inspection report. |

7.0 Profile of Service

Newry Denture and Dental Care is located within a purpose built commercial premises, in the centre of Newry. Time limited on street car parking is available for patients and public car parks are within walking distance of the practice. The establishment is accessible for patients with a disability.

Mr O'Hare is a registered clinical dental technician. The practice predominantly provides the service of assessing and making dentures for patients. However, if a patient requires an assessment by a dentist, a dentist is contracted on a sessional basis to provide this. The contracted dentist attends the practice approximately six hours per month and is accompanied by a dental nurse. The registration of this practice pertains to the dental care and treatment aspect of the services provided. The establishment accepts self-referrals or referrals from dentists for the provision of dentures. The dental practice was established in February 2012.

Newry Denture and Dental Care provide private dental care, however Mr O'Hare has indicated that NHS care may be provided in the future.

Newry Denture and Dental Care operate one dental chair, providing private dental care. A waiting and reception area, toilet facilities, staff and storage facilities are also available. A decontamination room is available, however, this is not functioning and the contracted dentist brings any dental instruments required with him. The dental practice facilities are all located on the ground floor and the dental laboratory is located on the first floor of the building.

Newry Denture and Dental Care is a limited company. Mrs Geraldine O'Hare has been the responsible individual and Mr Damien O'Hare the registered manager since registration with RQIA in September 2012.

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).

8.0 Summary of Inspection

This announced inspection of Newry Denture and Dental Care was undertaken by Emily Campbell on 15 December 2014 between the hours of 10.15am and 11.35am. Mrs Geraldine O'Hare, responsible individual, and Mr Damien O'Hare, registered manager, were available during the inspection and for verbal feedback at the conclusion of the inspection.

The requirements and recommendations made as a result of the previous inspection were also examined. Observations and discussion demonstrated that these have been addressed. The detail of the action taken by Mrs O'Hare and Mr O'Hare can be viewed in the section following this summary.

Prior to the inspection, Mrs O'Hare and Mr O'Hare completed a self-assessment using the standard criteria outlined in the theme inspected. The comments provided by Mrs O'Hare and Mr O'Hare in the self-assessment were not altered in any way by RQIA. The self-assessment is included as appendix one in this report.

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.

A dentist and dental nurse are contracted from another practice to provide dental care and treatment in this practice. They were not available on the day of inspection; however, one contracted staff member submitted a questionnaire response. Review of the submitted questionnaire evidenced that the staff member was knowledgeable regarding the inspection theme and that they have received training appropriate to their relevant role. The staff member confirmed that they are familiar with the practice policies and procedures, have received infection prevention and control training and have been immunised against Hepatitis B.

Inspection Theme – Cross infection control

Dental practices in Northern Ireland have been directed by the DHSSPS, that best practice recommendations in the Health Technical Memorandum (HTM) 01-05, Decontamination in primary care dental practices, along with Northern Ireland amendments, should have been fully implemented by November 2012. HTM 01-05 was updated in 2013 and Primary Care Dental Practices were advised of this through the issue of Professional Estates Letter (PEL) (13) 13 on 1 October 2013. The PEL (13) 13 advised General Dental Practitioners of the publication of the 2013 version of HTM 01-05 and the specific policy amendments to the guidance that apply in Northern Ireland.

RQIA reviewed the compliance of the decontamination aspect of HTM 01-05 in the 2013/2014 inspection year. The focus of the inspection for the 2014/2015 inspection year is cross infection control. A number of aspects of the decontamination section of HTM 01-05 have also been revisited.

A copy of the 2013 edition of HTM 01-05 Decontamination in primary dental care practices is available at the practice for staff reference. Mrs O'Hare and Mr O'Hare are familiar with best practice guidance outlined in the document and audit compliance on an ongoing basis.

The practice has a policy and procedure in place for the prevention and management of blood-borne virus exposure, including management of spillages, sharps and inoculation incidents in accordance with national guidance. Review of documentation and discussion with Mr O'Hare evidenced that appropriate arrangements are in place for the prevention and management of blood-borne virus exposure. Mr O'Hare confirmed that staff are aware of and are adhering to the practice policy in this regard. Sharps management at the practice was observed to be in line with best practice.

The premises were clean and tidy and clutter was kept to a minimum. Satisfactory arrangements are in place for the cleaning of the general environment and dental equipment.

The practice has a hand hygiene policy and procedure in place and Mr O'Hare demonstrated that good practice is adhered to in relation to hand hygiene. Dedicated hand washing basins are available in the appropriate locations. Information promoting hand hygiene is provided for staff.

A written scheme for the prevention of legionella is available. Procedures are in place for the use, maintenance, service and repair of all medical devices. Observations made and discussion with Mrs O'Hare and Mr O'Hare confirmed that dental unit water lines (DUWLs) are appropriately managed.

The practice has a policy and procedure in place for the use of personal protective equipment (PPE) and Mr O'Hare demonstrated awareness of this.

Observations made confirmed that PPE was readily available and used appropriately by staff.

Appropriate arrangements were in place for the management of general and clinical waste, including sharps. Waste was appropriately segregated and suitable arrangements were in place for the storage and collection of waste by a registered waste carrier. Relevant consignment notes are retained in the practice and will be retained for at least three years.

Whilst a decontamination room is available in the practice, this is not operational as there is no washer disinfecter provided in keeping with best practice as outlined in HTM 01-05. All reusable dental instruments are decontaminated in the decontamination room of the contracted dentist's practice. This practice has been inspected by RQIA and the decontamination arrangements are satisfactory. Appropriate arrangements are in place for the transfer of clean and dirty instruments between the two practices.

The evidence gathered through the inspection process concluded that Newry Denture and Dental Care is compliant with this inspection theme.

Mrs O'Hare and Mr O'Hare confirmed on the submitted self-assessment that arrangements are in place for consultation with patients, at appropriate intervals, that feedback provided by patients has been used by the service to improve and that results of the consultation have been made available to patients.

No requirements or recommendations were made as a result of the announced inspection. Details of the inspection findings can be found in the main body of the report.

The inspector wishes to thank Mrs O'Hare and Mr O'Hare for their helpful discussions, assistance and hospitality throughout the inspection process.

9.0 Follow-up on Previous Issues

| No | Regulation Ref. | Requirements | Action taken - as confirmed during this inspection | Inspector's Validation of Compliance |
|----|-----------------|--|---|--------------------------------------|
| 1 | 15 (2) | <p>Ensure that the compressor and steriliser are inspected under the written scheme of examination for pressure vessels.</p> <p>A copy of the report of the examination under the written scheme report should be submitted to RQIA.</p> | <p>Mr O'Hare advised that as the steriliser is no longer in use, it has not been inspected under the written scheme of examination for pressure vessels. In addition, he has been advised by the insurers that as the compressor is less than 250 bar/ltr, it does not require statutory inspection. Documentary evidence to this effect was received by the inspector on 20 December 2014.</p> <p>Requirement addressed.</p> | Compliant |
| 2 | 15 (3) | <p>Confirm that appropriate decontamination arrangements have been implemented, as proposed.</p> | <p>It was confirmed following the previous inspection that dental instruments are provided by the contracted dentist and these are decontaminated in the contracted dentist's dental practice. Appropriate transport arrangements are in place.</p> <p>Requirement addressed.</p> | Compliant |

| No | Minimum Standard Ref. | Recommendations | Action Taken – as confirmed during this inspection | Inspector's Validation of Compliance |
|----|-----------------------|--|--|--------------------------------------|
| 1 | 14.2 | Further develop the legionella risk assessment to include monthly monitoring of hot and cold water temperatures as a control measure and maintain records of same. | Review of documentation evidenced that this recommendation has been addressed. | Compliant |
| 2 | 8.3 | The radiation protection supervisor (RPS) should authorise entitlement of staff and staff should sign to confirm that they have read and understood the local rules. | Review of the radiation protection file evidenced that staff had signed to confirm that they have read and understood the local rules. However, authorisation of staff entitlement had not been completed. This was subsequently completed and a copy was emailed to the inspector on 20 December 2014. Recommendation addressed. | Compliant |
| 3 | 13 | The floor covering should be sealed where it meets the wall in the decontamination room. | Observations made confirmed that this recommendation has been addressed. | Compliant |
| 4 | 13 | Infection prevention and control policies should be reviewed to reflect the new arrangements for the decontamination of dental instruments. | Review of the relevant policies confirmed that this recommendation has been addressed. | Compliant |

10.0 Inspection Findings

10.1 Prevention of blood-borne virus exposure

STANDARD 13 – Prevention and Control of Infection (Safe and effective care)

The dental service takes every reasonable precaution to make sure you are not exposed to risk of infection.

Criteria Assessed:

11.2 You receive care and treatment from a dental team (including temporary members) who have undergone appropriate checks before they start work in the service.

13.2 Your dental service adheres to the appropriate infection control policies and procedures in line with current best practice and legislation.

13.3 Your dental service has systems in place, including induction and ongoing training, to make sure these policies and procedures are known, and are being appropriately applied to the service at all times.

Inspection Findings:

Mrs O'Hare and Mr O'Hare rated the practice arrangements for the prevention of blood-borne virus exposure as compliant on the self-assessment.

The practice has a policy and procedure in place for the prevention and management of blood-borne virus exposure, including management of spillages, sharps and inoculation incidents in accordance with national guidance.

With the exception of Mr O'Hare, clinical staff in the practice work on a contractual basis. Mrs O'Hare and Mr O'Hare confirmed that if any staff are to be employed by the practice:

- the prevention and management of blood-borne virus exposure will be included in the staff induction programme;
- staff training will be provided for clinical staff; and
- new staff will receive an occupational health check.

Records are retained regarding the Hepatitis B immunisation status of Mr O'Hare and contracted clinical staff.

Mr O'Hare is aware of the policies and procedures in place for the prevention and management of blood-borne virus exposure.

Observations made and discussion with Mrs O'Hare and Mr O'Hare evidenced that sharps are appropriately handled. Sharps boxes are wall mounted, appropriately used, signed and dated on assembly and final closure. Used sharps boxes are locked with the integral lock and stored ready for collection away from public access.

Discussion with Mrs O'Hare and Mr O'Hare and review of documentation evidenced that arrangements are in place for the management of a sharps injury, including needle stick injury. Mrs O'Hare and Mr O'Hare are aware of the actions to be taken in the event of a sharps injury.

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| Provider's overall assessment of the dental practice's compliance level against the standard assessed | Compliant |
| Inspector's overall assessment of the dental practice's compliance level against the standard assessed | Compliant |

10.2 Environmental design and cleaning

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| <p>STANDARD 13 – Prevention and Control of Infection (Safe and effective care) The dental service takes every reasonable precaution to make sure you are not exposed to risk of infection.</p> |
| <p>Criterion Assessed: 13.1 Your dental service’s premises are clean.</p> |
| <p>Inspection Findings:</p> <p>Mrs O’Hare and Mr O’Hare rated the practice arrangements for environmental design and cleaning as compliant on the self-assessment.</p> <p>The practice has a policy and procedure in place for cleaning and maintaining the environment.</p> <p>The inspector undertook a tour of the premises which were found to be maintained to a good standard of cleanliness. The dental surgery was tidy and uncluttered and work surfaces were intact and easy to clean. Floor coverings are impervious and were sealed at the edges. Fixtures, fittings, dental chairs and equipment were free from damage, dust and visible dirt.</p> <p>Discussion with Mrs O’Hare and Mr O’Hare confirmed that appropriate arrangements are in place for cleaning including:</p> <ul style="list-style-type: none"> • Equipment surfaces, including the dental chair, are cleaned between each patient; • Daily cleaning of floors, cupboard doors and accessible high level surfaces; • Weekly/monthly cleaning schedule; • Cleaning equipment is colour coded; • Cleaning equipment is stored in a non-clinical area; and • Dirty water is disposed of at an appropriate location. <p>The contracted staff member who submitted a questionnaire confirmed that they had received relevant training to undertake their duties.</p> <p>The practice has a local policy and procedure for spillage in accordance with the Control of Substances Hazardous to Health (COSHH) and Mrs O’Hare and Mr O’Hare demonstrated awareness of this.</p> |

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| <p>Provider’s overall assessment of the dental practice’s compliance level against the standard assessed</p> | <p>Compliant</p> |
| <p>Inspector’s overall assessment of the dental practice’s compliance level against the standard assessed</p> | <p>Compliant</p> |

10.3 Hand Hygiene

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| <p>STANDARD 13 – Prevention and Control of Infection (Safe and effective care) The dental service takes every reasonable precaution to make sure you are not exposed to risk of infection.</p> |
| <p>Criteria Assessed: 13.2 Your dental service adheres to the appropriate infection control policies and procedures in line with current best practice and legislation. 13.3 Your dental service has systems in place, including induction and ongoing training, to make sure these policies and procedures are known, and are being appropriately applied to the service at all times.</p> |
| <p>Inspection Findings: Mrs O'Hare and Mr O'Hare rated the practice arrangements for hand hygiene as compliant on the self-assessment.</p> <p>The practice has a hand hygiene policy and procedure in place.</p> <p>Review of the submitted questionnaire confirmed that the staff member had received update training in hand hygiene and Mr O'Hare confirmed this would be included in the induction programme if staff are employed by the practice.</p> <p>Mr O'Hare confirmed that hand hygiene is performed before and after each patient contact and at appropriate intervals and that clinical staff had short clean nails and jewellery such as wrist watches and stoned rings were not worn in keeping with good practice.</p> <p>A dedicated hand washing basin is available in the dental surgery and adequate supplies of liquid soap, paper towels and disinfectant rub/gel were available. Mr O'Hare confirmed that nail brushes and bar soap are not used in the hand hygiene process in keeping with good practice.</p> <p>The inspector observed that a laminated poster promoting hand hygiene was on display in the dental surgery. The inspector suggested that a poster promoting hand hygiene is also displayed in the toilet facility.</p> |

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| <p>Provider's overall assessment of the dental practice's compliance level against the standard assessed</p> | <p>Compliant</p> |
| <p>Inspector's overall assessment of the dental practice's compliance level against the standard assessed</p> | <p>Compliant</p> |

10.4 Management of Dental Medical Devices

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| <p>STANDARD 13 – Prevention and Control of Infection (Safe and effective care) The dental service takes every reasonable precaution to make sure you are not exposed to risk of infection.</p> |
| <p>Criterion Assessed: 13.4 Your dental service meets current best practice guidance on the decontamination of reusable dental and medical instruments.</p> |
| <p>Inspection Findings:</p> <p>Mrs O’Hare and Mr O’Hare omitted to rate the practice approach to the management of dental medical devices on the self-assessment.</p> <p>The practice has an infection control policy that includes procedures for the use, maintenance, service and repair of all medical devices.</p> <p>The inspector reviewed the written scheme for the prevention of legionella contamination in water pipes and other water lines and discussion with Mrs O’Hare and Mr O’Hare confirmed that this is adhered to.</p> <p>Mr O’Hare confirmed that impression materials, prosthetic and orthodontic appliances are decontaminated prior to despatch to laboratory and before being placed in the patient’s mouth.</p> <p>Observations made and discussion with Mrs O’Hare and Mr O’Hare confirmed that DUWLs are appropriately managed. This includes that:</p> <ul style="list-style-type: none"> • Filters are cleaned/replaced as per manufacturer’s instructions; • An independent bottled-water system is used to dispense distilled water to supply the DUWLs; • Self-contained water bottles are removed, flushed with distilled water and left open to the air for drying on a daily basis in accordance with manufacturer’s guidance; • DUWLs are drained at the end of each working day; • DUWLs are flushed at the start of each working day and between every patient; • DUWLs and handpieces are fitted with anti-retraction valves; and • DUWLs are purged using disinfectant as per manufacturer’s recommendations. |

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| <p>Provider’s overall assessment of the dental practice’s compliance level against the standard assessed</p> | <p>Not completed</p> |
| <p>Inspector’s overall assessment of the dental practice’s compliance level against the standard assessed</p> | <p>Compliant</p> |

10.5 Personal Protective Equipment

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| <p>STANDARD 13 – Prevention and Control of Infection (Safe and effective care) The dental service takes every reasonable precaution to make sure you are not exposed to risk of infection.</p> |
| <p>Criterion Assessed: 13.2 Your dental service adheres to the appropriate infection control policies and procedures in line with current best practice and legislation. 13.3 Your dental service has systems in place, including induction and ongoing training, to make sure these policies and procedures are known, and are being appropriately applied to the service at all times.</p> |
| <p>Inspection Findings: Mrs O’Hare and Mr O’Hare rated the practice approach to the management of personal protective equipment (PPE) as compliant on the self-assessment. The practice has a policy and procedure in place for the use of PPE. Observations made and discussion with Mr O’Hare evidenced that PPE was readily available in the practice. Review of the submitted questionnaire confirmed that sufficient supplies of PPE are available. Discussion with Mr O’Hare confirmed that:</p> <ul style="list-style-type: none"> • Hand hygiene is performed before donning and following the removal of disposable gloves; • Single use PPE is disposed of appropriately after each episode of patient care; • Heavy duty gloves are available for domestic cleaning and decontamination procedures where necessary; and • Eye protection for staff and patients is decontaminated after each episode. |

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| <p>Provider’s overall assessment of the dental practice’s compliance level against the standard assessed</p> | <p>Compliant</p> |
| <p>Inspector’s overall assessment of the dental practice’s compliance level against the standard assessed</p> | <p>Compliant</p> |

10.6 Waste

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| <p>STANDARD 13 – Prevention and Control of Infection (Safe and effective care) The dental service takes every reasonable precaution to make sure you are not exposed to risk of infection.</p> |
| <p>Criterion Assessed: 13.2 Your dental service adheres to the appropriate infection control policies and procedures in line with current best practice and legislation. 13.3 Your dental service has systems in place, including induction and ongoing training, to make sure these policies and procedures are known, and are being appropriately applied to the service at all times..</p> |
| <p>Inspection Findings: Mrs O'Hare and Mr O'Hare omitted to rate the practice approach to the management of waste on the self-assessment.</p> <p>The practice has a policy and procedure in place for the management and disposal of waste in keeping with HTM 07-01. Review of the submitted questionnaire confirmed that they had received update training in waste management.</p> <p>Review of documentation confirmed that contracted arrangements are in place for the disposal of waste by a registered waste carrier and relevant consignment notes will be retained in the practice for at least three years.</p> <p>Observations made and discussion with Mr O'Hare confirmed that staff are aware of the different types of waste and appropriate disposal streams.</p> <p>Pedal operated bins are available throughout the practice.</p> <p>Appropriate arrangements are in place in the practice for the storage and collection of general and clinical waste, including sharps waste.</p> <p>The inspector observed adequate provision of sharps containers including those for pharmaceutical waste, throughout the practice. These were being appropriately managed as discussed in section 10.1 of the report.</p> |

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| <p>Provider's overall assessment of the dental practice's compliance level against the standard assessed</p> | <p>Not completed</p> |
| <p>Inspector's overall assessment of the dental practice's compliance level against the standard assessed</p> | <p>Compliant</p> |

10.7 Decontamination

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| <p>STANDARD 13 – Prevention and Control of Infection (Safe and effective care) The dental service takes every reasonable precaution to make sure you are not exposed to risk of infection.</p> |
| <p>Criterion Assessed: 13.4 Your dental service meets current best practice guidance on the decontamination of reusable dental and medical instruments.</p> |
| <p>Inspection Findings: Mrs O'Hare and Mr O'Hare rated the decontamination arrangements of the practice as not applicable on the self-assessment.</p> <p>Whilst a decontamination room is available in the practice, this is not operational as there is no washer disinfector provided in keeping with best practice as outlined in HTM 01-05.</p> <p>All reusable dental instruments are decontaminated in the decontamination room of the contracted dentist's practice. This practice has been inspected by RQIA and the decontamination arrangements are satisfactory. Appropriate arrangements are in place for the transfer of clean and dirty instruments between the two practices.</p> <p>Mrs and Mr O'Hare are aware that if the decontamination room is to be made operational, a washer disinfector should be provided, decontamination equipment validated, logbooks developed and periodic tests undertaken and recorded in keeping with HTM 01-05.</p> |

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| Provider's overall assessment of the dental practice's compliance level against the standard assessed | Not applicable |
| Inspector's overall assessment of the dental practice's compliance level against the standard assessed | Compliant |

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| Inspector's overall assessment of the dental practice's compliance level against the standard assessed | Compliance Level |
| | Compliant |

11.0 Additional Areas Examined

11.1 Staff Consultation/Questionnaires

A dentist and dental nurse are contracted from another practice to provide dental care and treatment in this practice. They were not available on the day of inspection; however, one contracted staff member submitted a questionnaire response.

Review of the submitted questionnaire evidenced that the staff member was knowledgeable regarding the inspection theme and that they have received training appropriate to their relevant role. The staff member confirmed that they are familiar with the practice policies and procedures, have received infection prevention and control training and have been immunised against Hepatitis B.

11.2 Patient Consultation

Mrs O'Hare and Mr O'Hare confirmed on the submitted self-assessment that arrangements are in place for consultation with patients, at appropriate intervals, that feedback provided by patients has been used by the service to improve and that results of the consultation have been made available to patients. The inspector reviewed the summary of the most recent patient consultation.

12.0 Quality Improvement Plan

The findings of this inspection were discussed with Mrs Geraldine O'Hare, responsible individual, and Mr Damien O'Hare, registered manager, as part of the inspection process.

This inspection resulted in no recommendations or requirements being made. The responsible individual/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:

Emily Campbell
The Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT



The Regulation and
Quality Improvement
Authority

No requirements or recommendations resulted from the announced inspection of Newry Denture & Dental Care Ltd which was undertaken on 15 December 2014 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 | DAMIEN OHARE |
| NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING | GERALDINE OHARE |

| Approved by | Date |
|------------------------|----------|
| EMILY CAMPBELL 17/1/15 | 10/01/15 |



The Regulation and
Quality Improvement
Authority

**Self Assessment audit tool of compliance with
HTM01-05 - Decontamination - Cross Infection Control**

Name of practice: Newry Denture and Dental Care Ltd
RQIA ID: 12096
Name of inspector: Emily Campbell

This self-assessment tool should be completed in reflection of the current decontamination and cross infection control arrangements in your practice.

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY
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| 1 Prevention of bloodborne virus exposure | | | |
|--|------------|-----------|--|
| Inspection criteria <i>(Numbers in brackets reflect HTM 01-05/policy reference)</i> | Yes | No | If NO provide rationale and actions to be taken with timescales to achieve compliance with HTM 01-05. |
| 1.1 Does the practice have a policy and procedure/s in place for the prevention and management of blood borne virus exposure, including management of spillages, sharps and inoculation incidents in accordance with national guidance? (2.6) | YES | | |
| 1.2 Have all staff received training in relation to the prevention and management of blood-borne virus exposure? (1.22, 9.1, 9.5) | YES | | |
| 1.3 Have all staff at risk from sharps injuries received an Occupational Health check in relation to risk reduction in blood-borne virus transmission and general infection? (2.6) | YES | | |
| 1.4 Can decontamination and clinical staff demonstrate current immunisation with the hepatitis B vaccine e.g. documentation? (2.4s, 8.8) | YES | | |
| 1.5 Are chlorine-releasing agents available for blood /bodily fluid spillages and used as per manufacturer's instructions? (6.74) | YES | | |
| 1.6 Management of sharps Any references to sharps management should be read in conjunction with The Health and Safety (Sharp Instruments in Healthcare) Regulations (Northern Ireland) 2013 Are sharps containers correctly assembled? | YES | | |

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| 1.7 Are in-use sharps containers labelled with date, locality and a signature? | YES | | |
| 1.8 Are sharps containers replaced when filled to the indicator mark? | YES | | |
| 1.9 Are sharps containers locked with the integral lock when filled to the indicator mark? Then dated and signed? | YES | | |
| 1.10 Are full sharps containers stored in a secure facility away from public access? | YES | | |
| 1.11 Are sharps containers available at the point of use and positioned safely (e.g. wall mounted)? | YES | | |
| 1.12 Is there a readily-accessible protocol in place that ensures staff are dealt with in accordance with national guidance in the event of blood-borne virus exposure? (2.6) | YES | | |
| 1.13 Are inoculation injuries recorded? | YES | | |
| 1.14 Are disposable needles and disposable syringes discarded as a single unit? | | NO | Needle guards readily available and used and we are working towards using up stocks and then safety plus needles will be ordered |
| Provider's level of compliance | | | Compliant |

| 2 Environmental design and cleaning | | | |
|--|------------|-----------|--|
| Inspection criteria | Yes | No | If NO provide rationale and actions to be taken with timescales to achieve compliance with HTM 01-05. |
| 2.1 Does the practice have a policy and procedure for cleaning and maintaining the environment? (2.6, 6.54) | YES | | |
| 2.2 Have staff undertaking cleaning duties been fully trained to undertake such duties? (6.55) | YES | | |
| 2.3 Is the overall appearance of the clinical and decontamination environment tidy and uncluttered? (5.6) | YES | | |
| 2.4 Is the dental chair cleaned between each patient? (6.46, 6.62) | YES | | |
| 2.5 Is the dental chair free from rips or tears? (6.62) | YES | | |
| 2.6 Are all surfaces i.e. walls, floors, ceilings, fixtures and fittings and chairs free from damage and abrasion? (6.38) | YES | | |
| 2.7 Are all work-surface joints intact, seamless, with no visible damage? (6.46, 6.47) | YES | | |
| 2.8 Are all surfaces i.e. walls, floors, ceilings, fixtures and fittings and chairs free from dust and visible dirt? (6.38) | YES | | |
| 2.9 Are the surfaces of accessible ventilation fittings/grills cleaned at a minimum weekly? (6.64) | YES | | |
| 2.10 Are all surfaces including flooring in clinical and decontamination areas impervious and easy to clean? (6.46, 6.64) | YES | | |

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| <p>2.11 Do all floor coverings in clinical and decontamination areas have covered edges that are sealed and impervious to moisture? (6.47)</p> | <p>YES</p> | | |
| <p>2.12 Are keyboard covers or "easy-clean" waterproof keyboards used in clinical areas? (6.66)</p> | <p>YES</p> | | |
| <p>2.13 Are toys provided easily cleaned? (6.73)</p> | | | <p>NONE AVAILABLE SO N/A</p> |
| <p>2.14 Confirm free standing or ceiling mounted fans are not used in clinical/ decontamination areas? (6.40)</p> | <p>YES</p> | | |
| <p>2.15 Is cleaning equipment colour-coded, in accordance with the National Patient Safety Agency recommendations as detailed in HTM 01-05? (6.53)</p> | <p>YES</p> | | |
| <p>2.16 Is cleaning equipment stored in a non-clinical area? (6.60)</p> | <p>YES</p> | | |
| <p>2.17 Where disposable single-use covers are used, are they discarded after each patient contact? (6.65)</p> | <p>YES</p> | | |
| <p>2.18 Are the surfaces of equipment cleaned between each patient (E.g. work surfaces, dental chairs, curing lamps, delivery units, inspection handles and lights, spittoons, external surface of aspirator and X-ray heads)? (6.62)</p> | <p>YES</p> | | |
| <p>2.19 Are all taps, drainage points, splash backs, sinks, aspirators, drains, spittoons, cleaned after every session with a surfactant/detergent? (6.63)</p> | <p>YES</p> | | |
| <p>2.20 Are floors, cupboard doors and accessible high level surfaces and floors cleaned daily? (6.63)</p> | <p>YES</p> | | |

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| <p>2.21 Is there a designated area for the disposal of dirty water, which is outside the kitchen, clinical and decontamination areas; for example toilet, drain or slop-hopper (slop hopper is a device used for the disposal of liquid or solid waste)?</p> | <p>YES</p> | | |
| <p>2.22 Does the practice have a local policy and procedure/s for spillage in accordance with COSHH? (2.4d, 2.6)</p> | <p>YES</p> | | |
| <p>Provider's level of compliance</p> | | | <p>Compliant</p> |

| 3 Hand hygiene | | | |
|--|------------|-----------|--|
| Inspection criteria | Yes | No | If NO provide rationale and actions to be taken with timescales to achieve compliance with HTM 01-05. |
| 3.1 Does the practice have a local policy and procedure for hand hygiene? (2.6 Appendix 1) | YES | | |
| 3.2 Is hand hygiene an integral part of staff induction? (6.3) | YES | | |
| 3.3 Is hand hygiene training provided periodically throughout the year? (1.22, 6.3) | YES | | |
| 3.4 Is hand hygiene carried out before and after every new patient contact? (Appendix 1) | YES | | |
| 3.5 Is hand hygiene performed before donning and following the removal of gloves? (6.4, Appendix 1) | YES | | |
| 3.6 Do all staff involved in any clinical and decontamination procedures have short nails that are clean and free from nail extensions and varnish? (6.8, 6.23, Appendix 1) | YES | | |
| 3.7 Do all clinical and decontamination staff remove wrist watches, wrist jewellery, rings with stones during clinical and decontamination procedures? (6.9, 6.22) | YES | | |
| 3.8 Are there laminated or wipe-clean posters promoting hand hygiene on display? (6.12) | YES | | |
| 3.9 Is there a separate dedicated hand basin provided for hand hygiene in each surgery where clinical practice takes place? (2.4g, 6.10) | YES | | |

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| <p>3.10 Is there a separate dedicated hand basin available in each room where the decontamination of equipment takes place? (2.4u, 5.7, 6.10)</p> | <p>YES</p> | | |
| <p>3.11 Are wash-hand basins free from equipment and other utility items? (2.4g, 5.7)</p> | <p>YES</p> | | |
| <p>3.12 Are hand hygiene facilities clean and intact (check sinks taps, splash backs, soap and paper towel dispensers)? (6.11, 6.63)</p> | <p>YES</p> | | |
| <p>3.13 Do the hand washing basins provided in clinical and decontamination areas have :</p> <ul style="list-style-type: none"> • no plug; and • no overflow. <p>Lever operated or sensor operated taps.(6.10)</p> | <p>YES</p> | | |
| <p>3.14 Confirm nailbrushes are not used at wash-hand basins? (Appendix 1)</p> | <p>YES</p> | | |
| <p>3.15 Is there good quality, mild liquid soap dispensed from single-use cartridge or containers available at each wash-hand basin?</p> <p>Bar soap should not be used. (6.5, Appendix 1)</p> | <p>YES</p> | | |
| <p>3.16 Is skin disinfectant rub/gel available at the point of care? (Appendix 1)</p> | <p>YES</p> | | |
| <p>3.17 Are good quality disposable absorbent paper towels used at all wash-hand basins? (6.6, Appendix 1)</p> | <p>YES</p> | | |

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| <p>3.18 Are hand-cream dispensers with disposable cartridges available for all clinical and decontamination staff? (6.7, Appendix 1)</p> | <p>YES</p> | | |
| <p>Provider's level of compliance</p> | | | <p>Compliant</p> |

| 4 Management of dental medical devices | | | |
|--|------------|-----------|--|
| Inspection criteria | Yes | No | If NO provide rationale and actions to be taken with timescales to achieve compliance with HTM 01-05. |
| 4.1 Does the practice have an infection control policy that includes procedures for the use, maintenance, service and repair of all medical devices? (1.18, 2.4a, 2.6, 2.7, 3.54) | YES | | |
| 4.2 Has the practice carried out a risk assessment for legionella under the Health and Safety Commission's "Legionnaires' disease - the control of legionella bacteria in water systems Approved Code of Practice and Guidance" (also known as L8)? (6.75-6.90, 19.0) | YES | | |
| 4.3 Has the practice a written scheme for prevention of legionella contamination in water pipes and other water lines?(6.75, 19.2) | | | |
| 4.4 Impression material, prosthetic and orthodontic appliances: Are impression materials, prosthetic and orthodontic appliances decontaminated in the surgery prior to despatch to laboratory in accordance with manufacturer's instructions?(7.0) | YES | | |
| 4.5 Impression material, prosthetic and orthodontic appliances: Are prosthetic and orthodontic appliances decontaminated before being placed in the patient's mouth? (7.1b) | YES | | |
| 4.6 Dental Unit Water lines (DUWLs): Are in-line filters cleaned/replaced as per manufacturer's instructions?(6.89, 6.90) | | | |

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| <p>4.7 Dental Unit Water lines (DUWLs): Is there an independent bottled-water system used to dispense distilled, reverse osmosis (RO) or sterile water to supply the DUWL? (6.84)</p> | <p>YES</p> | | |
| <p>4.8 Dental Unit Water lines (DUWLs): For dental surgical procedures involving irrigation; is a separate single-use sterile water source used for irrigation? (6.91)</p> | | | <p>N/A</p> |
| <p>4.9 Dental Unit Water lines (DUWLs): Are the DUWLs drained down at the end of every working day?(6.82)</p> | <p>YES</p> | | |
| <p>4.10 Dental Unit Water lines (DUWLs): Are self-contained water bottles (bottled water system) removed, flushed with distilled or RO water and left open to the air for drying on a daily basis, and if necessary overnight, and in accordance with manufacturer's guidance? (6.83)</p> | <p>YES</p> | | |
| <p>4.11 Dental Unit Water lines (DUWLs): Where bottled water systems are not used is there a physical air gap separating dental unit waterlines from mains water systems. (Type A)?(6.84)</p> | | | <p>N/A</p> |
| <p>4.12 Dental Unit Water lines (DUWLs): Are DUWLs flushed for a minimum of 2 minutes at start of each working day and for a minimum of 20-30 seconds between every patient? (6.85)</p> | <p>YES</p> | | |
| <p>4.13 Dental Unit Water lines (DUWLs): Are all DUWL and hand pieces fitted with anti-retraction valves? (6.87)</p> | | | |
| <p>4.14 Dental Unit Water lines (DUWLs): Are DUWLs either disposable or purged using manufacturer's recommended disinfectants? (6.84-6.86)</p> | <p>YES</p> | | |

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| <p>4.15 Dental Unit Water lines (DUWLs): Are DUWL filters changed according to the manufacturer's guidelines? (6.89)</p> | | | |
| <p>Provider's level of compliance</p> | | | <p>Provider to complete</p> |

| 5 Personal Protective Equipment | | | |
|--|------------|-----------|--|
| Inspection criteria | Yes | No | If NO provide rationale and actions to be taken with timescales to achieve compliance with HTM 01-05. |
| 5.1 Does the practice have a policy and procedures for the use of personal protective equipment? (2.6, 6.13) | YES | | |
| 5.2 Are staff trained in the use of personal protective equipment as part of the practice induction? (6.13) | YES | | |
| 5.3 Are powder-free CE marked gloves used in the practice? (6.20) | YES | | |
| 5.4 Are alternatives to latex gloves available? (6.19, 6.20) | YES | | |
| 5.5 Are all single-use PPE disposed of after each episode of patient care? (6.21, 6.25, 6.36c) | YES | | |
| 5.6 Is hand hygiene performed before donning and following the removal of gloves? (6.4 Appendix 1) | YES | | |
| 5.7 Are clean, heavy duty household gloves available for domestic cleaning and decontamination procedures where necessary? (6.23) | YES | | |
| 5.8 Are heavy-duty household gloves washed with detergent and hot water and left to dry after each use? (6.23) | YES | | |
| 5.9 Are heavy-duty household gloves replaced weekly or more frequently if worn or torn? (6.23) | YES | | |

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| <p>5.10 Are disposable plastic aprons worn during all decontamination processes or clinical procedures where there is a risk that clothing/uniform may become contaminated? (6.14, 6.24-6.25)</p> | <p>YES</p> | | |
| <p>5.11 Are single-use plastic aprons disposed of as clinical waste after each procedure? (6.25)</p> | <p>YES</p> | | |
| <p>5.12 Are plastic aprons, goggles, masks or face shields used for any clinical and decontamination procedures where there is a danger of splashes? (6.14, 6.26-6.29)</p> | <p>YES</p> | | |
| <p>5.13 Are masks disposed of as clinical waste after each use? (6.27, 6.36)</p> | <p>YES</p> | | |
| <p>5.14 Are all items of PPE stored in accordance with manufacturers' instructions? (6.14)</p> | <p>YES</p> | | |
| <p>5.15 Are uniforms worn by all staff changed at the end of each day and when visibly contaminated? (6.34)</p> | <p>YES</p> | | |
| <p>5.16 Is eye protection for staff used during decontamination procedures cleaned after each session or sooner if visibly contaminated? (6.29)</p> | <p>YES</p> | | |
| <p>5.17 Is eye protection provided for the patient and staff decontaminated after each episode of patient care? (6.29)</p> | <p>YES</p> | | |
| <p>Provider's level of compliance</p> | | | <p>Compliant</p> |

| 6 Waste | | | |
|--|------------|-----------|--|
| Inspection criteria | Yes | No | If NO provide rationale and actions to be taken with timescales to achieve compliance with HTM 07-01. |
| 6.1 Does the practice have a policy and procedure/s for the management and disposal of waste? (2.6, 6.1 (07-01) 6.4 (07-01)) | YES | | |
| 6.2 Have all staff attended induction and on-going training in the process of waste disposal? (1.22, 6.43 (07-01) 6.51 (07-01)) | YES | | |
| 6.3 Is there evidence that the waste contractor is a registered waste carrier? (6.87 (07-01) 6.90 (07-01)) | YES | | |
| 6.4 Are all disposable PPE disposed of as clinical waste? (6.26, 6.27, 6.36, HTM 07-01 PEL (13) 14) | YES | | |
| 6.5 Are orange bags used for infectious Category B waste such as blooded swabs and blood contaminated gloves? (HTM 07-01, PEL (13) 14, 5.39 (07-01) Chapter 10 - Dental 12 (07-01)) | YES | | |
| 6.6 Are black/orange bags used for offensive/hygiene waste such as non-infectious recognisable healthcare waste e.g. gowns, tissues, non-contaminated gloves, X-ray film, etc, which are not contaminated with saliva, blood, medicines, chemicals or amalgam? (HTM 07-01, PEL (13) 14, 5.50 (07-01) Chapter 10-Dental 8 (07-01)) | YES | | |
| 6.8 Are black/clear bags used for domestic waste including paper towels? (HTM 07-01, PEL (13) 14, 5.51 (07-01)) | YES | | |

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| 6.9 Are bins foot operated or sensor controlled, lidded and in good working order? (5.90 (07-01)) | | | |
| 6.10 Are local anaesthetic cartridges and other Prescription Only Medicines (POMs) disposed of in yellow containers with a purple lid that conforms to BS 7320 (1990)/UN 3291? (HTM 07-01 PEL (13) 14, Chapter 10 - Dental 11 (07-01)) | | | |
| 6.11 Are clinical waste sacks securely tied and sharps containers locked before disposal? (5.87 (07-01)) | YES | | |
| 6.12 Are all clinical waste bags and sharps containers labelled before disposal? (5.23 (07-01), 5.25 (07-01)) | YES | | |
| 6.13 Is waste awaiting collection stored in a safe and secure location away from the public within the practice premises? (5.33 (07-01), 5.96 (07-01)) | YES | | |
| 6.14 Are all clinical waste bags fully described using the appropriate European Waste Catalogue (EWC) Codes as listed in HTM 07-01 (Safe Management of Healthcare Waste)?(3.32 (07-01)) | YES | | |
| 6.15 Are all consignment notes for all hazardous waste retained for at least 3 years?(6.105 (07-01)) | YES | | |
| 6.16 Has the practice been assured that a "duty of care" audit has been undertaken and recorded from producer to final disposal? (6.1 (07-01), 6.9 (07-01)) | YES | | |
| 6.17 Is there evidence the practice is segregating waste in accordance with HTM 07-01? (5.86 (07-01), 5.88 (07-01), 4.18 (07-01)) | YES | | |
| Provider's level of compliance | | | Provider to complete |

| 7 Decontamination | | | |
|--|------------|-----------|--|
| Inspection criteria | Yes | No | If NO provide rationale and actions to be taken with timescales to achieve compliance with HTM 01-05. |
| 7.1 Does the practice have a room separate from the patient treatment area, dedicated to decontamination meeting best practice standards? (5.3–5.8) | YES | | |
| 7.2 Does the practice have washer disinfector(s) in sufficient numbers to meet the practice requirements? (PEL(13)13) | | NO | Instruments transported to another dental practice for decontamination and sterilization |
| 7.3 Are all reusable instruments being disinfected using the washer disinfector? (PEL(13)13) | | | see above |
| 7.4 Does the practice have steam sterilisers in sufficient numbers to meet the practice requirements? | | | see above |
| 7.5 a Has all equipment used in the decontamination process been validated? | | | N/A |
| 7.5 b Are arrangements in place to ensure that all equipment is validated annually? (1.9, 11.1, 11.6, 12,13, 14.1, 14.2, 15.6) | | | N/A |
| 7.6 Have separate log books been established for each piece of equipment? | | | N/A |
| Does the log book contain all relevant information as outlined in HTM01-05? (11.9) | | | N/A |

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| <p>7.7 a Are daily, weekly, monthly periodic tests undertaken and recorded in the log books as outlined in HTM 01-05? (12, 13, 14)</p> <p>7.7 b Is there a system in place to record cycle parameters of equipment such as a data logger?</p> | | | <p>N/A</p> <p>N/A</p> |
| <p>Provider's level of compliance</p> | | | <p>Not applicable</p> |

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| <p>Please provide any comments you wish to add regarding good practice</p> |
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Appendix 1



Name of practice: **Newry Denture and Dental Care Ltd**

Declaration on consultation with patients

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.

1 Do you have a system in place for consultation with patients, undertaken at appropriate intervals?

Yes No

If no or other please give details:

2 If appropriate has the feedback provided by patients been used by the service to improve?

Yes No

3 Are the results of the consultation made available to patients?

Yes No