

Unannounced Care Inspection Report 20 March 2019



Blue Sky Dentistry

Type of Service: Independent Hospital – Dental Treatment

Address: 28 Wellington Park, Belfast BT9 6DL

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Inspectors: Hall Graham and Winifred Maguire

www.rqia.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 three registered places providing NHS and private dental treatment.

3.0 Service details

Organisation/Registered Provider: Mr Rory McEnhill and Mr Dermot Farquharson	Registered Manager: Appointment pending
Person in charge at the time of inspection: Mr Rory McEnhill	Date manager registered: Appointment Pending
Categories of care: Independent Hospital (IH) – Dental Treatment	Number of registered places: 3

4.0 Inspection summary

An unannounced inspection took place on 20 March 2019 from 13.05 to 14.45.

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 (DoH) Minimum Standards for Dental Care and Treatment (2011).

Following receipt of information by RQIA from an external source, an unannounced inspection was conducted. The focus of the inspection was to review the arrangements in respect of the provision of information to patients in relation to the costs of their treatment.

It is not the remit of RQIA to investigate complaints raised by or on behalf of individuals, as this is the responsibility of the registered providers and the commissioners of care. However, if RQIA is notified of a potential breach of regulations or standards, it will review the matter and take appropriate action as required; this may include an inspection of the establishment.

No areas requiring improvement were identified during this inspection.

The findings of this report will provide the establishment with the necessary information to assist them to fulfil their responsibilities, and enhance practice and patients' experience.

4.1 Inspection outcome

	Regulations	Standards
Total number of areas for improvement	0	0

This inspection resulted in no areas for improvement being identified. Findings from the inspection were discussed with Mr Rory McEnhill, registered person, during the inspection as part of the inspection process and can be found in the main body of the report.

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

4.2 Action/enforcement taken following the most recent care inspection dated 3 July 2018

No further actions were required to be taken following the most recent inspection on 3 July 2018.

5.0 How we inspect

Prior to the inspection a range of information relevant to the establishment 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 practice website
- the previous care inspection report

During the inspection the inspectors met with Mr Rory McEnhill, registered person, the patient co-ordinator and one dental nurse.

The following records were examined during the inspection:

- A completed implant consent form
- A completed IV sedation consent form
- A copy of a signed patient contract
- A patient treatment plan including detailed costings
- A copy of a patient receipt
- A copy of a patient's statement of account as of 20 March 2019

The findings of the inspection were provided to Mr Rory McEnhill at the conclusion of the inspection.

6.0 The inspection

6.1 Review of areas for improvement from the most recent inspection dated 3 July 2018

The most recent inspection of the establishment was an announced care inspection.

6.2 Review of areas for improvement from the last care inspection dated 3 July 2018

Areas for improvement made as a result of the last care inspection will be fully reviewed at the next inspection.

6.3 Inspection findings

The arrangements for the provision of information to patients.

The inspectors provided Mr McEnhill with copy of the correspondence received by RQIA which had prompted the inspection. Mr Enhill was very open, transparent and actively facilitated the inspection. He informed the inspectors of recent staff restructuring that had led to what he described as a root and branch review of all their protocols to ensure they are fit for purpose. It was confirmed the registered manager, Carol Retreage is no longer with the practice. Mr McEnhill confirmed current management arrangements and informed the inspectors he had notified RQIA of the change in manager. RQIA had not received a notification outlining the change and the RQIA registration team will follow this up with Mr McEnhill as a priority.

A review a named patient electronic record was undertaken. There was a detailed written treatment plan which included a cost estimate which was itemised. The level of laboratory service provided and the cost was clearly recorded. The receipt for the laboratory service was available and highlighted the patient received a higher level of laboratory service than he actually paid for. There were a range of consent forms signed by the dentist and the patient. It was confirmed that the patient is emailed a copy of the treatment plan and costs. The patient record was found to be well completed and clearly outlined the patient journey.

Mr McEnhill confirmed any changes to the treatment plan and subsequently costs would be clinically based and agreed with the patient, a new treatment plan would be devised which would then be forwarded to the patient.

Mr McEnhill explained patients are informed of three levels of laboratory service, he referred to as, “Ford Mondeo” (which is standard but very reliable), “BMW” (which is a higher standard), “Aston Martin” (which is exceptionally high standard). The cost is reflected in the level the patient chooses based on clinical advice from the dentist.

Two members of staff spoken with separately reflected the information provided by Mr McEnhill in relation to how patients receive information on the costs of treatment. They confirmed patients are given a one hour consultation with the dentist and then a further meeting with the patient co-ordinator who again explains the treatment and costs. The staff did not have any concerns and said the dentists are very thorough with patients particularly ensuring patients fully understand their treatment plan and associated costs.

Conclusion

The matters raised by the external source were examined during the inspection and it was noted appropriate and robust processes are in place to provide patients with adequate information on treatment and the costs involved, including laboratory services. As stated the registered manager’s position will be followed up with Mr McEnhill by the RQIA registration team.

Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
Total number of areas for improvement	0	0

7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required nor included as part of this inspection report.



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