

# Inspection Report

8 April 2024



## O'Hagan & Murray Ltd Dental Practice

Type of service: Independent Hospital (IH) – Dental Treatment  
Address: 10 Trevor Hill, Newry, BT34 1DN  
Telephone number: 028 3026 2057

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Assurance, Challenge and Improvement in Health and Social Care

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>, [The Independent Health Care Regulations \(Northern Ireland\) 2005](#) and the [Minimum Standards for Dental Care and Treatment \(March 2011\)](#)

## 1.0 Service information

<b>Organisation/Registered Provider:</b> O'Hagan & Murray Limited	<b>Registered Manager:</b> Mr John Murray
<b>Responsible Individual:</b> Mr Jagdeep Singh Hans	<b>Date registered:</b> 26 September 2017
<b>Person in charge at the time of inspection:</b> Mr John Murray	<b>Number of registered places:</b> Four
<b>Categories of care:</b> Independent Hospital (IH) – Dental Treatment	
<b>Brief description of how the service operates:</b> O'Hagan and Murray Ltd Dental Practice is registered with the Regulation and Quality Improvement Authority (RQIA) as an independent hospital (IH) with a dental treatment category of care. The practice has four registered dental surgeries and provides general dental services, private and health service treatment.  O'Hagan & Murray Limited is the registered provider for two dental practices registered with RQIA. The directorship of the limited company changed during December 2022 and Mr Jagdeep Singh Hans submitted an application to become the responsible individual on behalf of O'Hagan and Murray Limited. This application was approved following the inspection on 19 April 2024.	

## 2.0 Inspection summary

This was an announced inspection, undertaken by a care inspector on 8 April 2024 from 11.00 am to 1.30 pm.

It focused on the themes for the 2023/24 inspection year and assessed progress with any areas for improvement identified during the last care inspection.

There was evidence of good practice in relation to the recruitment and selection of staff; staff training; management of medical emergencies; infection prevention and control; decontamination of reusable dental instruments; adherence to best practice guidance in relation to COVID-19; radiology and radiation safety; management of complaints and incidents; and governance arrangements.

No immediate concerns were identified regarding the delivery of front line patient care.

### **3.0 How we inspect**

RQIA is required to inspect registered services in accordance with legislation. To do this, we gather and review the information we hold about the service, examine a variety of relevant records, meet and talk with staff and management and observe practices on the day of the inspection.

The inspection was facilitated by Mr John Murray, and a senior dental nurse.

The information obtained is then considered before a determination is made on whether the practice is operating in accordance with the relevant legislation and minimum standards.

Examples of good practice are acknowledged and any areas for improvement are discussed with the person in charge and detailed in the quality improvement plan (QIP).

### **4.0 What people told us about the care and treatment?**

We issued posters to the registered provider prior to the inspection inviting patients and members of the dental team to complete an electronic questionnaire.

No completed staff or patient questionnaires were received prior to the inspection.

### **5.0 The inspection**

#### **5.1 What action has been taken to meet any areas for improvement identified at or since last inspection?**

The last inspection to O'Hagan and Murray Ltd Dental Practice was undertaken on 8 March 2022; no areas for improvement were identified.

### **5.2 Inspection findings**

#### **5.2.1 Do recruitment and selection procedures comply with all relevant legislation?**

There were recruitment and selection policies and procedures in place that adhered to legislation and best practice guidance.

Mr Murray oversees the recruitment and selection of the dental team, and he approves all staff appointments. Discussion with Mr Murray confirmed that he had a clear understanding of the legislation and best practice guidance.

Dental practices are required to maintain a staff register. A staff register was in place but it did not provide the required detail as outlined in the regulations. Mr Murray was advised that the register is a live document that should contain specific information for all staff who have worked at the practice since registration with RQIA. Mr Murray was receptive to this advice and following inspection we were provided with confirmation that this matter had been addressed.

The staff register evidenced that four new staff members had been recruited since the previous inspection. A review of four personnel files of newly recruited staff evidenced that relevant recruitment records had been sought; reviewed and stored as required, with the exception of a full employment history for one staff member. This was discussed with Mr Murray and following inspection RQIA received confirmation that this matter had been addressed.

It was evidenced that verbal references had been obtained for two staff members, however these had not been documented and retained on file. Advice and guidance was provided to Mr Murray in this regard and he agreed to document and retain pre-employment references sought by the practice in the future.

There was evidence of job descriptions and induction checklists for the different staff roles. A review of records confirmed that if a professional qualification is a requirement of the post, a registration check is made with the appropriate professional regulatory body.

Discussion with members of the dental team confirmed they have been provided with a job description, contract of employment/agreement and received induction training when they commenced work in the practice.

As a result of the actions taken following inspection it is determined that the recruitment of the dental team complies with the legislation and best practice guidance to ensure suitably skilled and qualified staff work in the practice.

### **5.2.2 Is the dental team appropriately trained to fulfil the duties of their role?**

The dental team takes part in ongoing training to update their knowledge and skills, relevant to their role.

Policies and procedures are in place that outline mandatory training to be undertaken, in line with any professional requirements, and the [training guidance](#) provided by RQIA.

A record is kept of all training (including induction) and professional development activities undertaken by staff, which is overseen by Mr Murray, to ensure that the dental team is suitably skilled and qualified.

Evidence of up to date level two training in safeguarding adults and children was not available for the nominated safeguarding lead. This was brought to the attention of Mr Murray and following inspection RQIA received evidence that this training had been completed and documentation retained thereof.

As a result of the actions taken following inspection, it is determined that the care and treatment of patients is being provided by a dental team that is appropriately trained to carry out their duties.

### **5.2.3 Is the practice fully equipped and is the dental team trained to manage medical emergencies?**

The British National Formulary (BNF) and the Resuscitation Council (UK) specify the emergency medicines and medical emergency equipment that must be available to safely and effectively manage a medical emergency. Systems were in place to ensure that emergency medicines and equipment are immediately available as specified and do not exceed their expiry dates.

There was a medical emergency policy and procedure in place and a review of this evidenced that it reflected legislation and best practice guidance. Protocols were available to guide the dental team on how to manage recognised medical emergencies.

Managing medical emergencies is included in the induction programme and refresher training is undertaken annually.

Members of the dental team were able to describe the actions they would take, in the event of a medical emergency, and were familiar with the location of medical emergency medicines and equipment.

Sufficient emergency medicines and equipment were in place and the dental team is trained to manage a medical emergency as specified in the legislation, professional standards and guidelines.

### **5.2.4 Does the dental team provide dental care and treatment using conscious sedation in line with the legislation and guidance?**

Conscious sedation helps reduce anxiety, discomfort, and pain during certain procedures. This is accomplished with medications or medical gases to relax the patient.

Mr Murray confirmed that conscious sedation is not offered in O'Hagan and Murray Ltd Dental Practice.

### **5.2.5 Does the dental team adhere to infection prevention and control (IPC) best practice guidance?**

The IPC arrangements were reviewed throughout the practice to evidence that the risk of infection transmission to patients, visitors and staff was minimised.

There was an overarching IPC policy and associated procedures in place. Review of these documents demonstrated that they reflected legislation and best practice guidance. Mr Murray confirmed there was a nominated lead dental nurse who had responsibility for IPC and decontamination in the practice.

The lead dental nurse had undertaken IPC and decontamination training in line with their continuing professional development and had retained the necessary training certificates as evidence.

During a tour of some areas of the practice, it was observed that clinical and decontamination areas were clean, tidy and uncluttered. All areas of the practice observed were equipped to meet the needs of patients.

The arrangements for personal protective equipment (PPE) were reviewed and it was noted that appropriate PPE was readily available for the dental team in accordance with the treatments provided.

It was observed that there were small areas of rust on the outer casing of two autoclaves in use at the practice. Advice and guidance was provided to the senior dental nurse on this matter and following inspection RQIA was provided with evidence that arrangements were in place to recover both autoclaves, ensuring a smooth surface for cleaning in keeping with best practice.

Hepatitis B vaccination is recommended for clinical members of the dental team as it protects them if exposed to this virus. A system was in place to ensure that relevant members of the dental team have received this vaccination. A review of a sample of staff personnel files confirmed that vaccination history is checked during the recruitment process and vaccination records are retained in personnel files.

Discussion with members of the dental team confirmed that they had received IPC training relevant to their roles and responsibilities and they demonstrated good knowledge and understanding of these procedures. Review of training records evidenced that the dental team had completed relevant IPC training and had received regular updates.

As a result of the actions taken following inspection it is determined that the dental team adheres to best practice guidance to minimise the risk of infection transmission to patients, visitors and staff.

#### **5.2.6 Does the dental team meet current best practice guidance for the decontamination of reusable dental instruments?**

Robust procedures and a dedicated decontamination room must be in place to minimise the risk of infection transmission to patients, visitors and staff in line with [Health Technical Memorandum 01-05: Decontamination in primary care dental practices, \(HTM 01-05\)](#), published by the Department of Health (DoH).

There was a range of policies and procedures in place for the decontamination of reusable dental instruments that were comprehensive and reflected legislation, minimum standards and best practice guidance.

There was a designated decontamination room separate from patient treatment areas and dedicated to the decontamination process. The design and layout of this room complied with best practice guidance and the equipment was sufficient to meet the requirements of the practice.

Records evidencing that the equipment for cleaning and sterilising instruments was inspected, validated, maintained and used in line with the manufacturers' guidance were reviewed.

Review of equipment logbooks demonstrated that all required tests to check the efficiency of the machines had been undertaken.

Discussion with members of the dental team confirmed that they had received training on the decontamination of reusable dental instruments in keeping with their role and responsibilities. They demonstrated good knowledge and understanding of the decontamination process and were able to describe the equipment treated as single use and the equipment suitable for decontamination.

Decontamination arrangements demonstrated that the dental team are adhering to current best practice guidance on the decontamination of dental instruments.

### **5.2.7 Are arrangements in place to minimise the risk of COVID-19 transmission?**

There were COVID-19 policies and procedures which reflected guidance within the Infection Prevention and Control Manual for Northern Ireland however, the Health and Social Care Public Health Agency guidance [Infection Prevention and Control Measures for Respiratory illnesses March 2023](#) had not been retained on file. RQIA shared a copy of this guidance following the inspection and Mr Murray gave assurances that this would be printed and shared with the dental team.

The management of operations in response to the pandemic was discussed with members of the dental team. These discussions included the application of best practice guidance, and focused on, training of staff, and enhanced cross-infection control procedures. There is an identified COVID-19 lead staff member and arrangements are in place to ensure the dental team is regularly reviewing COVID-19 advisory information, guidance and alerts.

A review of the COVID-19 arrangements evidenced that procedures are in place to ensure the staff adhere to best practice guidance to minimise the risk of COVID-19 transmission.

### **5.2.8 How does the dental team ensure that appropriate radiographs (x-rays) are taken safely?**

The arrangements regarding radiology and radiation safety were reviewed to ensure that appropriate safeguards were in place to protect patients, visitors and staff from the ionising radiation produced by taking an x-ray.

Dental practices are required to notify and register any equipment producing ionising radiation with the Health and Safety Executive Northern Ireland (HSENI). A review of records evidenced the practice had registered with the HSENI.

The practice has four surgeries each of which has an intra-oral x-ray machine and the equipment inventory reflected this.

A radiation protection advisor (RPA), medical physics expert (MPE) and radiation protection supervisor (RPS) have been appointed in line with legislation.

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 the Employer had entitled the dental team to undertake specific roles and responsibilities associated with radiology and ensured that these staff had completed appropriate training.

The RPS oversees radiation safety within the practice and regularly reviews the radiation protection file to ensure that it is accurate and up to date.

The appointed RPA must undertake a critical examination and acceptance test of all new x-ray equipment; thereafter the RPA must complete a quality assurance test every three years as specified within the legislation.

Mr Murray confirmed that new radiology equipment had been installed since the previous RQIA inspection. A critical examination and acceptance test report for the new intra-oral x-ray was undertaken on 12 March 2024.

The most recent report generated by the RPA on 7 February 2023 evidenced that the x-ray equipment had been examined, however the RPS had not signed to acknowledge that these recommendations had been actioned. This was brought to the attention of Mr Murray and this matter was addressed at the time of inspection.

A copy of the local rules was on display near each x-ray machine observed and appropriate staff had signed to confirm that they had read and understood these. The dental team demonstrated sound knowledge of radiology and radiation safety including the local rules and associated practice.

X ray warning signage was not on display at the entrance to the four surgeries in keeping with legislation. Advice was provided to Mr Murray regarding this matter. Following the inspection, evidence was provided to RQIA that new x ray warning signs had been positioned outside each surgery.

Quality assurance systems and processes were in place to ensure that all matters relating to x-rays reflect legislation and best practice guidance. It was evidenced that all measures are taken to optimise radiation dose exposure. This included the use of rectangular collimation, annual justification and clinical evaluation audits and digital x-ray processing. It was evidenced that X-ray quality audits had been completed on an annual basis and advice was provided to Mr Murray that these should be conducted on a six monthly basis. Mr Murray agreed to action this moving forward.

As a result of the actions taken during and following inspection it is determined that radiology and radiation safety arrangements and procedures are in place to ensure that appropriate x-rays are taken safely.

### **5.2.9 Are complaints and incidents being effectively managed?**

The arrangements for the management of complaints and incidents were reviewed to ensure that they were being managed in keeping with legislation and best practice guidance.

The complaints policy and procedure provided clear instructions for patients and staff to follow. Patients and/or their representatives were made aware of how to make a complaint by way of the patient's guide and information on display in the practice. Advice and guidance was provided to Mr Murray to further develop the complaints procedure to make reference to the Strategic Planning and Performance Group (SPPG) and during the inspection this matter had been addressed.

Arrangements were in place to record any complaint received in a complaints register and retain all relevant records including details of any investigation undertaken, all communication with complainants, the outcome of the complaint and the complainant's level of satisfaction.

A review of records confirmed that no complaints had been received since the previous inspection.

Discussion with Mr Murray confirmed that an incident policy and procedure was in place which includes the reporting arrangements to RQIA. Mr Murray confirmed that incidents are effectively documented and investigated in line with legislation. All relevant incidents are reported to RQIA and other relevant organisations in accordance with legislation and RQIA [Statutory Notification of Incidents and Deaths](#). Arrangements are in place to audit adverse incidents to identify trends and improve service provided.

The dental team was knowledgeable on how to deal with and respond to complaints and incidents in accordance with legislation, minimum standards and the DoH guidance.

Arrangements were in place to share information with the dental team about complaints and incidents including any learning outcomes, and also compliments received.

Systems were in place to ensure that complaints and incidents were being managed effectively in accordance with legislation and best practice guidance.

#### **5.2.10 How does a registered provider who is not in day to day management of the practice assure themselves of the quality of the services provided?**

Where the business entity operating a dental practice is a corporate body or partnership or an individual owner who is not in day to day management of the practice, unannounced quality monitoring visits by the registered provider must be undertaken and documented every six months; as required by Regulation 26 of The Independent Health Care Regulations (Northern Ireland) 2005.

Mr Murray, as registered manager of O'Hagan and Murray Ltd Dental Practice, is the nominated individual with overall responsibility for the day to day management of the practice and is responsible for reporting to Mr Jagdeep Hans, the responsible individual for O'Hagan and Murray Limited.

As discussed in Section 1.0, Mr Hans has been appointed as the new responsible individual for O'Hagan and Murray Limited. Discussion with Mr Murray confirmed that the provider had not yet initiated unannounced quality monitoring visits to the practice. Advice was provided to Mr Murray in this regard and he agreed to discuss this matter further with Mr Hans.

Following the inspection, RQIA was informed that a member of the senior management team would commence these visits on behalf of Mr Hans, who would subsequently receive a copy of the report generated for review and sign off. Following inspection RQIA received evidence that unannounced quality monitoring visits had commenced during April 2024.

### 5.3 Does the dental team have suitable arrangements in place to record equality data?

The arrangements in place in relation to the equality of opportunity for patients and the importance of staff being aware of equality legislation and recognising and responding to the diverse needs of patients was discussed with Mr Murray.

### 6.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mr John Murray, Registered Manager, as part of the inspection process and can be found in the main body of the report.

	Regulations	Standards
<b>Total number of Areas for Improvement</b>	0	0



The Regulation and Quality Improvement Authority

RQIA, 1<sup>st</sup> Floor  
James House  
Gasworks  
2 – 4 Cromac Avenue  
Belfast  
BT7 2JA

Tel 028 9536 1111  
Email [info@rqia.org.uk](mailto:info@rqia.org.uk)  
Web [www.rqia.org.uk](http://www.rqia.org.uk)  
@RQIANews

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