

Inspection Report

2 October 2025



McCann Dental Practice

Type of service: Independent Hospital (IH) – Dental Treatment
Address: 84 - 88 Lower Scotch Street, Dungannon, BT70 1BJ
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www.rqia.org.uk

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

Organisation/Registered Provider: Dr Eamon Terence McCann	Registered Manager: Dr Eamon Terence McCann
Responsible Individual / Responsible Person: Dr Eamon Terence McCann	Date registered: 1 June 2020 (amend above if manager is acting)
Person in charge at the time of inspection: Insert name	Number of registered places: Admin to insert number
Categories of care: Independent Hospital (IH) – Dental Treatment PT(L) – Prescribed techniques or prescribed technology: establishments using Class 3B or Class 4 lasers	
Brief description of how the service operates: Name of 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 XXX registered dental surgeries and provides general dental services, private and health service treatment and offers conscious sedation, if clinically indicated or does not offer conscious sedation. Name of Provider is the registered provider for XXX dental practices registered with RQIA. Name is the responsible individual for Name of Provider .	

2.0 Inspection summary

This was an announced inspection, undertaken by a care inspector on **Day Month Year** from 10.00 am to **xx.xx pm**.

It focused on the themes for the 2025/26 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; **management of conscious sedation**; infection prevention and control (IPC); decontamination of reusable dental instruments; 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 XXXX and XXXXX, only to be included if the inspection was not facilitated by the RI/RM and/or if another unregistered person assisted with facilitating the inspection

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.

Or

XXX patients submitted responses. Patient responses indicated that they felt their care was safe and effective, that they were treated with compassion and that the service was well led. All patients indicated that they were very satisfied with each of these areas of their care. **XX** number of patient responses included comments. **Summarise comments but do not list.**

XXX staff submitted questionnaire responses. Staff responses indicated that they felt patient care was safe, effective, that patients were treated with compassion and that the service was well led. All staff indicated that they were very satisfied with each of these areas of patient care. **XX** number of staff responses included comments. **Summarise comments but do not list.**

5.0 The inspection

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

If no QIP issued previously a narrative can go in here to explain that to the reader. If Enforcement compliance inspection, this needs to be shown here alongside how it was dealt with.

The last inspection to **Name of Practice** was undertaken on **Day Month Year**; no areas for improvement were identified. **Or**

Areas for improvement from the last inspection on day month year		
Action required to ensure compliance with <u>The Independent Health Care Regulations (Northern Ireland) 2005</u>		Validation of compliance
Area for Improvement 1 Ref: Regulation xx Stated: First/Second/Third time	The registered person shall ensure that X Y and Z . Admin to insert from previous QIP	Met Partially met Not met Carried forward to the next inspection
	Action taken as confirmed during the inspection: Inspector confirmed X, Y and Z were available and up to date at the time of inspection.	
Area for Improvement 2 Ref: Regulation xx Stated: First/Second/Third time	The registered person shall ensure that X Y and Z . Admin to insert from previous QIP	Met Partially met Not met Carried forward to the next inspection
	Action taken as confirmed during the inspection:	
Action required to ensure compliance with <u>The Minimum Standards for Dental Care and Treatment (2011)</u>		Validation of compliance
Area for Improvement 1 Ref: Standard xx Stated: First/Second/Third time	The registered person shall ensure that X Y and Z . Admin to insert from previous QIP	Met Partially met Not met Carried forward to the next inspection
	Action taken as confirmed during the inspection: Inspector confirmed X, Y and Z were available and up to date at the time of inspection.	
Area for Improvement 2 Ref: Standard xx Stated: First/Second/Third time	The registered person shall ensure that X Y and Z . Admin to insert from previous QIP	Met Partially met Not met Carried forward to the next inspection
	Action taken as confirmed during the inspection: Inspector confirmed X, Y and Z were available and up to date at the time of inspection.	

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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.

Name RI oversees the recruitment and selection of the dental team and approves all staff appointments **with the support of Role**. Discussion with **Name RI** confirmed that **he / she** had a clear understanding of the legislation and best practice guidance.

Or

(Name of Corporate) human resources (HR) department supports registered managers during the recruitment process and are responsible for developing job description, induction templates and employment contracts bespoke to roles and responsibilities; and seeking all required recruitment documentation. Discussion with **Name RM** confirmed that **she/he** had access to all recruitment documentation and that **she / he** had a clear understanding of the legislation and best practice guidance.

A review of the staff register evidenced that **XXX** new staff had been recruited since the previous inspection. **A review of XXX personnel files/ a sample of personnel files of newly recruited staff** evidenced that relevant recruitment records had been sought; reviewed and stored as required.

Or

A review of the staff register evidenced that no new staff had been recruited since the previous inspection. **XXX** confirmed that should staff be recruited in the future all recruitment documentation as outlined in Schedule 2 of The Independent Health Care Regulations (Northern Ireland) 2005, as amended, would be sought and retained for inspection.

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.

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 the **responsible individual/registered person (if corporate consider a standard statement here)**, to ensure that the dental team is suitably skilled and qualified.

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.

XXXX confirmed that conscious sedation is not offered in Name of Practice. Or XXXX confirmed that conscious sedation is offered if clinically indicated using intravenous (IV) sedation or inhalation sedation (IH). IV sedation is only offered to patients over the age of 18 and IH sedation is offered to adults and children.

There was a conscious sedation policy and procedure in place that was comprehensive and reflected the legislation and best practice guidance. Review of the environment and equipment evidenced that conscious sedation is being managed in keeping with the [Conscious Sedation in Dentistry, Dental Clinic Guidance, \(Third Edition\); Scottish Dental Clinical Effectiveness Programme \(SDCEP\)](#).

Examination of records confirmed that the IH equipment has been serviced and a risk assessment has been completed regarding the use, risks and control measures for the management of waste medical gases.

A review of records and discussion with Name RI demonstrated that a full assessment of the patient to confirm the dental treatment required and the need for sedation is undertaken by the dentist providing the sedation.

Name RI confirmed that valid written consent is sought for provision of dental care with sedation in accordance with the above best practice guidance.

It was demonstrated that clinical records of patients who had treatment using sedation includes a detailed record of the pre-sedation assessment, the patient's written consent, the patient's visit for sedation including monitoring, the treatment procedure and the recovery of each patient.

Information was available for patients in respect of the treatment provided and aftercare arrangements and a record is maintained to verify that post-treatment instructions were given and explained to the patient and their escort, as appropriate.

The dental team involved in the provision of conscious sedation must receive appropriate practical and clinical training. A review of training records evidenced that all relevant members of the dental team had completed 12 hours of sedation related verifiable continuing professional development (CPD) training in each five year CPD cycle.

A discussion took place regarding the life support training to be undertaken by all clinical team members involved in managing patients having sedation.

Immediate Life Support (ILS) training as laid down by the Resuscitation Council (UK) must be undertaken. A review of the content of the medical emergency refresher training undertaken on DD MM YYYY demonstrated that all the main elements of ILS training as outlined in Appendix 2 of [Conscious Sedation in Dentistry, Dental Clinic Guidance, \(Third Edition\); Scottish Dental Clinical Effectiveness Programme \(SDCEP\)](#) were included.

The medicines used during IV sedation are classified as controlled drugs (CDs). The arrangements for the management of the CDs were reviewed. It was demonstrated that CDs are securely stored at all times and systems were in place for the ordering, administration, reconciliation (stock check) and disposal of these medicines. It was identified that a standard operating procedure (SOP) for CDs was in place and had been signed by all relevant clinical staff.

There are arrangements in place to enable the dental team to safely provide dental care and treatment using conscious sedation, in keeping with legislation and guidance.

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.

The infection prevention and control measures to prevent transmission of respiratory illnesses in the practice was discussed with **Name RI**. It was confirmed that arrangements are in place in keeping with the Health and Social Care Public Health Agency guidance [Infection Prevention and Control Measures for Respiratory illnesses March 2023](#) and the [Infection Prevention and Control Manual for Northern Ireland](#). **Name RI** confirmed arrangements are in place to check Department of Health (DoH) websites for further advisory information, guidance and alerts in this regard.

There was an overarching IPC policy and associated procedures in place. Review of these documents demonstrated that they reflected legislation and best practice guidance. **Name RI** 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. **(amend statement if issues identified)**

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.

Using the Infection Prevention Society (IPS) audit tool, IPC audits are routinely undertaken by members of the dental team to self-assess compliance with best practice guidance. The purpose of these audits is to assess compliance with key elements of IPC, relevant to dentistry, including the arrangements for environmental cleaning; the use of PPE; hand hygiene practice; and waste and sharps management. This audit also includes the decontamination of reusable dental instruments which is discussed further in the following section of this report. A review of these audits evidenced that they were completed on a six monthly basis and, where applicable, an action plan was generated to address any improvements required.

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. **Discussion with Name RI / 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 **Name RI confirmed that members of the dental team / 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.

Review of IPC arrangements evidenced 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 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 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 **XXX** surgeries each of which has an intra-oral x-ray machine and the equipment inventory reflected this. **In addition, there is an orthopan tomogram (OPG) machine, which is located in a separate room. Or In addition there is a cone beam computed tomography**

(CBCT) machine, which is located in a separate room. The equipment inventory reflected all the radiography equipment in place. A review of documentation evidenced that the x-ray equipment had been serviced and maintained in accordance with manufacturer's instructions.

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.

Or Two dedicated radiation protection files containing the relevant local rules, employer's procedures and other additional information were retained. One file included information relating to the intra-oral x-ray machines and the second file included information relating to the CBCT/OPG.

A review of the file / files 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 s to ensure that it is or they are 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.

Name RI confirmed that no new radiology equipment had been installed since the previous RQIA inspection.

OR A critical examination and acceptance test report for the new intra-oral x-ray, OPG, CBCT was undertaken during Month Year.

The most recent report s generated by the RPA during Month Year evidenced that the x-ray equipment had been examined and any recommendations made had been actioned.

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.

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, x-ray audits and digital x-ray processing.

The radiology and radiation safety arrangements evidenced that procedures are in place to ensure that appropriate x-rays are taken safely.

5.2.8 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.

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 concerning complaints evidenced that complaints had been managed in accordance with best practice guidance. **Name RI** confirmed that arrangements are in place to undertake a complaints audit to identify trends, drive quality improvement and to enhance service provision. **OR A review of records confirmed that no complaints had been received since the previous inspection.**

Discussion with **Name RI** confirmed that an incident policy and procedure was in place which includes the reporting arrangements to RQIA. **Name RI** 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.

5.2.9 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.

Name RI was in day to day management of the practice, therefore the unannounced quality monitoring visits by the registered provider are not applicable.

OR

Name / Role is the nominated individual with overall responsibility for the day to day management of the practice and is responsible for reporting to the registered provider. The registered provider (*or person acting on their behalf*) monitors the quality of services and undertakes a visit to the premises at least every six months in accordance with legislation. Reports of the unannounced monitoring visits along with any identified actions were available for inspection. Arrangements were in place to provide copies of these reports to **Name RI** to enable **him / him** to monitor progress with the identified actions. (*amend as appropriate*).

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 **Name RI**.

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 **Name, Position (e.g. Registered Manager)**, as part of the inspection process and can be found in the main body of the report. **(Delete as applicable)**

OR

Areas for improvement have been identified where action is required to ensure compliance with **[insert relevant wording]**

	Regulations	Standards
Total number of Areas for Improvement	X*	X*

*the total number of areas for improvement includes XXX that have been stated for a XXX time and XXX which are carried forward for review at the next inspection.

Areas for improvement and details of the QIP were discussed with **Name, Position (e.g. Registered Manager)**, as part of the inspection process. The timescales for completion commence from the date of inspection.

Quality Improvement Plan	
Action required to ensure compliance with The Independent Health Care Regulations (Northern Ireland) 2005	
Area for improvement 1 Ref: Regulation xx Stated: First/Second/Third time To be completed by: DD Month Year	The insert relevant wording shall Ref: xxx Response by registered person detailing the actions taken:

<p>Area for improvement 2</p> <p>Ref: Regulation xx</p> <p>Stated: First/Second/Third time</p> <p>To be completed by: DD Month Year</p>	<p>The insert relevant wording shall</p> <p>Ref: xxx</p> <hr/> <p>Response by registered person detailing the actions taken:</p>
<p>Area for improvement 3</p> <p>Ref: Regulation xx</p> <p>Stated: First/Second/Third time (Do not restate, this remains the same as before carrying forward)</p> <p>To be completed by: DD Month Year (this remains the same date as first time stated before carrying forward)</p>	<p>If carrying forward – state as same as last QIP entry</p> <hr/> <p>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</p> <p>Ref: xx (this will refer to section on the review of last QIP)</p>
<p>Action required to ensure compliance with the Minimum Standards for Dental Care and Treatment (March 2011)</p>	
<p>Area for improvement 1</p> <p>Ref: Standard xx</p> <p>Stated: First/Second/Third time</p> <p>To be completed by: DD Month Year</p>	<p>The insert relevant wording shall</p> <p>Ref: e.g. 6.4 (include number only)</p> <hr/> <p>Response by registered person detailing the actions taken:</p>
<p>Area for improvement 2</p> <p>Ref: Standard xx</p> <p>Stated: First/Second/Third time</p> <p>To be completed by: DD Month Year</p>	<p>The insert relevant wording shall</p> <p>Ref: e.g. 6.4 (include number only)</p> <hr/> <p>Response by registered person detailing the actions taken:</p>
<p>Area for improvement 3</p>	<p>If carrying forward – state same as last QIP entry</p>

<p>Ref: Standard xx</p> <p>Stated: First/Second/Third time (Do not restate, this remains the same as before carrying forward)</p> <p>To be completed by: DD Month Year (this remains the same date as first time stated before carrying forward)</p>	<p>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</p> <p>Ref: 6.2 (this will refer to section on the review of previous QIP)</p>
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