

# Inspection Report

16 March 2026



## One Dental

Type of service: Independent Hospital (IH) – Dental Treatment

Address: 1 Queen Street, Derry, BT48 7EF

Telephone number: 028 7126 2915

[www.rqia.org.uk](http://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 [Minimum Standards for Dental Care and Treatment \(March 2011\)](#)

## 1.0 Service information

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| <b>Organisation/Registered Provider:</b><br>Deirdre Ltd<br><br><b>Responsible Individual:</b><br>Ms Deirdre Ball                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Registered Manager:</b><br>Ms Andrea Ball<br><br><b>Date registered:</b><br>7 December 2011 |
| <b>Person in charge at the time of inspection:</b><br>Ms Andrea Ball                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Number of registered places:</b><br>Three                                                   |
| <b>Categories of care:</b><br>Independent Hospital (IH) – Dental Treatment                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                |
| <b>Brief description of the service</b><br>One Dental 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 three registered dental surgeries and provides private dental care and treatment and does not offer conscious sedation.<br><br>A variation to the registration application was submitted to RQIA prior to the inspection for the service to return to premises in Queen Street following a period of temporary relocation. |                                                                                                |

## 2.0 Inspection summary

This was an announced variation to registration inspection, undertaken by a care inspector on 16 March 2026 from 10.00 am to 12.30 pm.

A desktop review of the premises sections of the variation to registration application was also undertaken by the RQIA estates inspector, who will inform Ms Deirdre Ball, Responsible Individual, of the outcome in due course.

The inspection sought to review the readiness of the practice for the provision of private dental care and treatment associated with the variation to registration application to return to premises in Queen Street.

The variation to registration application was approved from a care perspective following this inspection.

No areas for improvement were identified.

### 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 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.

Before the inspection a range of information relevant to the registration application was reviewed. This included the following records:

- the variation to registration application
- the proposed statement of purpose
- the proposed patient guide
- the floor plans of premises

During the inspection a tour of the premises was undertaken and the inspector met with Ms Andrea Ball and members of the dental team.

There were examples of good practice found in relation to infection prevention and control (IPC) and decontamination, maintenance of the environment, radiology and staff recruitment.

### 4.0 The inspection

#### 4.1 What has this practice done to meet any areas for improvement identified at or since last inspection?

The last inspection to One Dental was undertaken on 8 September 2025; no areas for improvement were identified.

### 4.2 Inspection findings

#### 4.2.1 Is the statement of purpose in keeping with Regulation 7, Schedule 1 of The Independent Health Care Regulations (Northern Ireland) 2005?

A review of the proposed statement of purpose identified that it fully reflected the key areas and themes specified in Regulation 7, Schedule 1 of The Independent Health Care Regulations (Northern Ireland) 2005. Ms Deirdre Ball is aware that the statement of purpose should be reviewed and updated as and when necessary.

#### **4.2.2 Is the patient guide in keeping with Regulation 8, Schedule 1 of The Independent Health Care Regulations (Northern Ireland) 2005?**

A review of the proposed patient guide identified that it fully reflected the key areas and themes specified in Regulation 8 of The Independent Health Care Regulations (Northern Ireland) 2005. Ms Deirdre Ball is aware that the patient guide should be reviewed and updated as and when necessary.

#### **4.2.3 Have any new staff been recruited to work in the additional dental surgery in accordance with relevant legislation?**

Dental practices are required to maintain a staff register. A staff register was in place which was noted to be up to date and included all the required information.

A review of the staff register evidenced that no new staff had been recruited since the previous inspection.

Ms Deirdre Ball oversees the recruitment and selection of the dental team, and approves all staff appointments with the support of Ms Andrea Ball. Discussion with Ms Andrea Ball 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.

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.

#### **4.2.4 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 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. Miss Andrea Ball confirmed that this IPC audit will be completed on a six monthly basis and, where applicable, an action plan will be generated to address any improvements required.

Surgeries were tidy, uncluttered and easy to clean work surfaces were in place. The flooring was impervious and coved where it meets the walls. All fittings and kicker boards of cabinetry were seen to be finished to a high standard. All areas of the practice observed were equipped to meet the needs of patients.

Ms Andrea Ball confirmed that the dental chairs had an independent bottled-water system and that the dental unit water lines (DUWLs) are appropriately managed in keeping with manufacturer's instructions.

Appropriate arrangements are in place in the practice for the storage and collection of general and clinical waste, including sharps waste. A dedicated hand washing basin was in place with hand hygiene signage displayed.

It was noted that liquid hand soap, wall mounted disposable hand towel dispensers and clinical waste bins were provided in keeping with best practice guidance.

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 determined that the dental team is adhering to best practice guidance to minimise the risk of infection transmission to patients, visitors and staff.

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

There was a designated decontamination area separate from patient treatment areas and dedicated to the decontamination process. The design and layout of this room complied with best practice guidance. Equipment and instruments provided were sufficient to meet the requirements of the practice and the additional dental surgeries.

The records showed the equipment for cleaning and sterilising instruments was inspected, validated, maintained and used in line with the manufacturers' guidance. Review of equipment logbooks demonstrated that all required tests to check the efficiency of the machines had been undertaken.

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

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

The arrangements concerning radiology and radiation safety for any new equipment obtained since the last inspection were reviewed to ensure that appropriate safeguards were in place to protect patients, visitors and staff

The Queen Street premises has three surgeries, into which three intra oral Xray machines have been relocated from temporary premises,

In addition, there is an orthopan tomogram (OPG) machine, which had not been relocated as part of the temporary relocation of the practice. The equipment inventory reflected all the radiography equipment in place.

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 newly recruited dental staff 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 or relocated x-ray equipment; thereafter the RPA must complete a quality assurance test every three years as specified within the legislation.

Critical examination and acceptance testing for the 3 relocated intra-oral x-ray machines was undertaken during February and March 2026.

A copy of the local rules was on display near each new 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 robust procedures are in place to ensure that appropriate x-rays are taken safely.

## **5.0 Quality Improvement Plan/Areas for Improvement**

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



The Regulation and Quality Improvement Authority  
James House  
2-4 Cromac Avenue  
Gasworks  
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](https://twitter.com/RQIANews)