

## Action Plan

Service Name:	Family Dental Clinic
Service Number:	01796
Service Provider:	Steva Dental Ltd
Address:	47 North Road, Lerwick, Shetland, ZE1 0NT
Date Inspection Concluded:	29 May 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Requirement 1:</b> The provider must undertake a risk assessment of its ventilation system in the treatment rooms and decontamination room and mitigate against any risks associated with using a ventilation system which does not meet national guidance for specialised ventilation for healthcare services (see page 17).</p> <p>Timescale – by 1 October 2024</p> <p><i>Regulation 10(2)(c) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>Risk assessment will be carried out and possible ventilation system will be installed, given the age and construction of the building.</p> <p>In the meanwhile, we are planning to install medical grade air purifiers in both surgeries. The decontamination unit already has a negative pressure extractor in place</p>	01/10/2024	Principal Dentist

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<p><b>Recommendation a:</b> The service should develop a formalised strategy that includes its vision, and sets out its aims and objectives. It should also identify key performance indicators that will help it achieve its aims and objectives, and a process for monitoring and measuring these (see page 11).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.19</p>	<p>Practice vision, aims and objectives will be discussed in the next staff meeting. Its important for everyone at the practice to have a common vision and aim for the practice. We will also discuss the ways to monitor and measure these objectives.</p>	30/08/2024	Principal Dentist
<p><b>Recommendation b:</b> The service should ensure patients are informed of any changes made to the service as a result of their feedback (see page 13).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.8</p>	<p>We have informally decided to post any changes we make, as a result of patient feedback, on our social media page (Facebook). This will be further discussed in the next staff meeting.</p>	30/08/2024	Principal Dentist
<p><b>Recommendation c:</b> The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement (see page 15).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the</p>	<p>I have already started developing a quality improvement plan.</p>	30/08/2024	Principal Dentist

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<p>organisation providing my care and support. Statement 4.19</p> <p>This was previously identified as a recommendation in the June 2022 inspection report for Family Dental Clinic.</p>			
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Name	Stefan Arora	
Designation	Principal Dentist	
Signature	<i>Stefan Arora</i>	Date <input data-bbox="1406 746 1767 823" type="text" value="08/07/2024"/>

**Guidance on completing the action plan.**

- **Action Planned:** This must be a relevant to the requirement or recommendation. It must be measurable and focussed with a well-defined description of how the requirement/recommendation will be (or has been) met. Including the tasks and steps required.
- **Timescales:** for some requirements the timescale for completion is immediate. If you identify a requirement/recommendation timescale that you feel needs to be extended, include the reason why.
- Please do not name individuals or an easily identifiable person in this document. Use Job Titles.
- If you have any questions about your inspection, the requirements/recommendations or how to complete this action plan, please contact the lead inspector.

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