

## Action Plan

Service Name:	Morpho Advanced Dentistry & Aesthetics
Service number:	02305
Service Provider:	Morpho Advanced Dentistry & Aesthetics Ltd
Address:	4 St Maurice Gate, Cumbernauld Retail Park, Cumbernauld, G68 9FW
Date Inspection Concluded:	25 June 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Requirement 1:</b> The provider must develop a legionella management plan and undertake all routine checks identified in the legionella risk assessment (see page 15).</p> <p>Timescale – by 1 October 2024</p>	<p>Legionella Risk assessment have been carried out by Legionella Risk and PAT Ltd with final score 96% out of 100 %</p> <p>We do carry out weekly and quarterly Dip slide tests, we check water temperature, we do weekly water flashes, Dental chairs are flushed at night for 2 minutes with Orotol solution diluted with water, hand pieces are flushed for 2 minutes in the morning, lunch time and end of the day also for 20-30 seconds between patients . Everything is recorded and hand signed in our legionella risk assessment book.</p>	29/06/2024	Milena Sobieraj Trebacz

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<p><b>Requirement 2:</b> The provider must publish an annual duty of candour report (see page 15).</p> <p>Timescale – immediate</p>	<p>Annual Duty of Candour have been completed and published for Patients to see on our Reception area.</p> <p>If any accidents will happen in the practice we will report this to Health Improvement Scotland and we will make sure it apers as 1 on our Duty of Candour Report for patients to see.</p> <p>If not our Duty of Candour will remain as 0.</p>	<p>25/06/2024</p>	<p>Milena Sobieraj Trebacz</p>
<p><b>Requirement 3:</b> The provider must submit an annual return when requested by Healthcare Improvement Scotland (see page 18).</p> <p>Timescale – immediate</p>	<p>We have not completed last year’s Annual Return, We have been struggling to log in to the portal.</p> <p>I have been informant Annual Return is sent over the portal. When I will receive notification I will make sure is properly filled and send back to Health Improvement Scotland in timescale it’s requested.</p>		<p>Milena Sobieraj Trebacz</p>

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<p><b>Requirement 4:</b> The provider must ensure that appropriate Disclosure Scotland background checks, and health clearance and immunisation status checks, are carried out and recorded for:</p> <p>a) all staff before they begin working in the service, and</p> <p>b) all staff currently working in the service (see page 19).</p> <p>Timescale – immediate</p>	<p>All the staff have been asked to provide all missing proof of immunisation and PVG forms are all completed and waiting to be approved by Disclosure Scotland.</p>	<p>September 2024</p>	<p>Milena Sobieraj Trebacz</p>
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Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Recommendation a:</b> The service should develop a formalised strategy that sets out its vision, aims and objectives. It should 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>Vision To be a family friendly professional Dental Clinic.</p> <p>Aim We aim to be professional in everything we do whilst increasing our patient base.</p> <p>Objectives To reach 1500 patients by 1/11/2025 to advertise and bring another dentist into the practice to extend our opening hours</p> <p>To train staff in additional areas such as radiography.</p>		<p>All staff</p>

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	<p>To train apprentices every year.</p> <p>Actions taken:</p> <p>Social networking and paper drop and email chimp marketing to increase patients. Communication of apprenticeship training as well as supporting staff in extended training.</p> <p>Training of staff to be friendly and professional patients and potential patients.</p> <p>Ensuring all dental standards are met daily, weekly and monthly using Dental Compliance to ensure nothing is missed.</p> <p>New trainee apprentice starting next week as our other apprentice achieves her GDC certification.</p>		
<p><b>Recommendation b:</b> The service should introduce more regular formal staff meetings. A record of discussions and decisions reached at these meetings should be kept, including the staff responsible for taking forward any actions (see page 11).</p>	<p>We have been having meetings every 3 months. All the all the records are kept in our system.</p> <p>Inspector received a copy of our staff meetings over the email after the inspection.</p>		<p>Milena Sobieraj Trebacz</p>

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<p><b>Recommendation c:</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>Patients are informed about all the changes we make over the phone or by email.</p>		<p>Milena Sobieraj Trebacz</p>
<p><b>Recommendation d:</b> The service should ensure all clinical staff are trained in the duty of candour principles (see page 15).</p>	<p>All clinical staff have watched recommended by Inspector educative video as a training in duty of candour principles.</p>	<p>01/07/2024</p>	<p>Milena Sobieraj Trebacz</p>

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<p><b>Recommendation e:</b> The service should continue to develop its clinical audit programme to include other types of audit. Audit results should be documented, and action plans implemented (see page 16).</p>	<p>The dentists have been informed 6 monthly/annual clinical audits are required.</p>	<p>01/07/2024</p>	<p>Milena Sobieraj Trebacz</p>
<p><b>Recommendation f:</b> The service should develop and implement a quality improvement plan to formalise and direct the way it drives and measures improvement (see page 16).</p>	<p>Practice Management Team will develop quality improvement plan in September when all staff are back from holiday.</p>		<p>Milena Sobieraj Trebacz</p>

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<p><b>Recommendation g:</b> The service should complete and submit a self-evaluation as requested by Healthcare Improvement Scotland (see page 19).</p>	<p>Have have not been able to log in to the portal when self-evaluation form was send over to us.</p>		<p>Milena Sobieraj Trebacz</p>
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Name	Milena Sobieraj Trebacz
Designation	Clinical Practice Manager
Signature	
Date	05/08/2024

**In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.**

**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 can be immediate. If you identify a requirement/recommendation timescale that you feel needs to be extended, include the reason why.
- **Person Responsible:** Please do not name individuals or an easily identifiable person. Use Job Titles.
- Please do not name individuals in the document.
- If you have any questions about your inspection, the requirements/recommendations or how to complete this action plan, please contact the lead inspector for your inspection.

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