

Action Plan

Service Name:	Bupa Dental Care Dundee
Service number:	01312
Service Provider:	Xeon Smiles UK Limited
Address:	95 Fort Street, Broughty Ferry, Dundee, DD5 2AA
Date Inspection Concluded:	25 October 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
<p>Requirement 1: The provider must should review its complaints procedure to ensure it accurately reflects the correct procedure for making a complaint, including making clear that complainants can complain to Healthcare Improvement Scotland at any time (see page 9).</p> <p>Timescale – immediate</p>	<p>Bupa’s Head of Clinical Governance and Regulatory Manger have a meeting with HIS on Thursday 19th January. The complaint procedure updates are needing an update from the BDC Head Office Support Centre departments, this has been fed back to them for urgent action, Update to be provided after the call.</p>	3 weeks	Complaint and Incident Team Manager
<p>Requirement 2: The provider must use the washer disinfectant as the primary method of disinfecting dental instruments (see page 12).</p> <p>Timescale – immediate</p>	<p>Sonic Bath has been removed from LDU room , all nurses informed to not use unless washer disinfectant is out of order. Will be discussed at next practice meeting and documented.</p>	Completed	Debra Smith (PM)

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<p>Requirement 3: The provider must install an appropriate clinical hand wash basin in the decontamination room that complies with national guidance for sanitary fittings (see page 12).</p> <p>Timescale – by 20 February 2023</p>	<p>Engineer from Parr attended practice on 8th December, measured space in LDU for clinical sink, will supply quote and date for work to be carried out. Lead nurse to follow up</p>	<p>20th February</p>	<p>Debra Smith (PM)</p>
<p>Requirement 4: The provider must ensure that a copy of each employer’s procedure is kept in the radiation protection file so that staff can easily access them (see page 12).</p> <p>Timescale – immediate</p>	<p>Employer’s Procedures – Dentists and other dental professionals who undertake radiographs has been downloaded and amended by our RPS and placed in Radiation Protection File for easy access for all staff</p>	<p>Completed</p>	<p>Dr Lorna Silver</p>
<p>Requirement 5: The provider must ensure a range of intraoral direct sensor sizes is available for each patient to achieve adequate image quality, minimise the number of X-rays taken and minimise patients’ exposure to radiation (see page 13).</p> <p>Timescale – immediate</p>	<p>Capex for new digital sensors approved, waiting for Capex number to place order</p>	<p>1 month</p>	<p>Debra Smith (PM)</p>
<p>Requirement 6: The provider must arrange for the 3D X-ray and mobile intraoral X-ray machines to be serviced and appropriate action taken against any recommendations made (see page 13).</p> <p>Timescale – immediate</p>	<p>Both machines were serviced on 25th October and passed. Service report attached</p>	<p>Completed</p>	<p>Debra Smith(PM)</p>

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<p>Requirement 7: The provider must ensure that isolator switches for the intraoral X-ray machines are safely positioned in case the machines need to be switched off in an emergency or if the machine malfunctions (see page 13).</p> <p>Timescale – immediate</p>	<p>Bupa contractors PARR have been contacted to arrange to have isolating switches moved. Engineer to call back with a date, Lead Nurse to follow up if no date has been arranged by 16th December 2022</p>	<p>January 2023</p>	<p>Debra Smith (PM), Nicola Bell (Lead Nurse) Lorna Silver (RPS)</p>
<p>Requirement 8: The provider must carry out the remedial actions detailed in the electrical installation condition report and produce evidence of completion along with a further satisfactory electrical installation condition report (see page 13).</p> <p>Timescale – immediate</p>	<p>All remedial actions highlighted in EICR have been completed. Satisfactory report attached</p>	<p>Completed</p>	<p>Debra Smith (PM), Parr</p>
<p>Requirement 9: The provider must ensure that the portable suction motor is either vented externally or an air filter is fitted to the equipment (see page 13).</p> <p>Timescale – by 20 February 2023</p>	<p>Dental Directory have been contacted and waiting for call back from engineer to arrange either external ventilation or fitting of air filter. Lead Nurse to follow up by 16th December for update</p>	<p>20th February</p>	<p>Debra Smith(PM)</p>
<p>Requirement 10: The provider must arrange for the whole sedation team to undertake sedation-related emergency training and ensure refresher training is carried out at least once a year (see page 13).</p>	<p>Emergency sedation scenarios downloaded and our sedationist will conduct these with all sedation team members twice yearly, all sedation team members have all been informed of next training date. Date arranged for training is 10th January 2023</p>	<p>Completed</p>	<p>Dr Linzi Bowes</p>

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Timescale – immediate			
Recommendation a: The service should develop a protocol for informing patients if the practice closes or their dentist will no longer be working there (see page 9).	<p>Protocol for informing patients if practice closes or their dentist will no longer be working there can be found in Business Continuity Plan.</p> <p>The Buddy Practice for Dundee should it need to close is Bupa St.Andrews.</p> <p>The Disruption to Service Process is also attached which includes notifying HIS of closure</p>	Completed	Debra Smith(PM), PM St Andrews
Recommendation b: The service should implement a programme of quality improvement audits for sedation-related activities. Audits should be documented and action plans implemented (see page 13).	New sedation audit for IV sedation compiled to include all sedation team members. Audits includes total amount of midazolam used, complications, use of oxygen and patient compliance, pre and post sedation instructions. Audits will be emailed out to every sedation team member and audits will be discussed at staff meetings for sedation team.	Design of audit completed. Audit to be completed by 16/01/2023	Dr Linzi Bowes, whole sedation team, Debra Smith(PM)
Recommendation c: The service should ensure policies and procedures are regularly reviewed and updated to make sure staff always have access to the most up-to-date information (see page 13).	Bupa’s Head of Clinical Governance and Regulatory Manager have a meeting with HIS on Thursday 19 th January. The policy updates are needing an update from the BDC Head Office Support Centre departments, this has been fed back to them for urgent action, Update to be provided after the call.	3 weeks	Lizzie Falla, Clinical Regulatory Manager

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Designation	<input type="text" value="Practice Manager"/>	
Signature	<input type="text" value="D Smith"/>	Date <input type="text" value="12/ 12 / 2022 /"/>
In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.		