

Action Plan

Service Name:	Art of Dentistry
Service number:	01758
Service Provider:	Clyde Dental Practice Limited
Address:	171 Main Street, Prestwick, KA9 1LB
Date Inspection Concluded:	06 September 2022

Requirements and Recommendations	Action Planned	Timescale	Responsible person
Requirement 1: The provider must amend its complaints procedure so that it is appropriate to the needs of its service users. All references to the SPSO must be removed and the patient's right to complain to HIS must be added, including full contact details (see page 9). Timescale – by 15 November 2022	Changed and Attached	10/11/2022	LB (CM Support)
Requirement 2: The provider must address the recommendations made in the legionella risk assessment and fire risk assessment (see page 13). Timescale – by 8 February 2023	LRA – 2 dead legs to be removed FRA – most actions were already done at time of inspection but were not signed off on sheet. Updated sheet and supporting documents will be submitted.	21/12/2022 30/11/2022	Fiona Brady (CM Facilities)

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	Two outstanding items as follows: Evacuation Drill to be carried out Emergency Lighting to be serviced	27/01/2023	
Requirement 3: The provider must: (a) appoint a suitably competent laser protection advisor who is registered with the Association of Laser Safety Professionals (b) provide a copy of the local rules for the laser, and (c) provide evidence of Laser Core of Knowledge training for each authorised user of the laser (see page 14). Timescale – by 8 February 2023	Laser protection advisor appointed Simon Wharmby from Lasersafe b) and c) attached	01/12/2022	Lorraine Bennie (CM Support)
Requirement 4: The provider must implement a contract with a licensed specialist waste contractor for the collection and disposal of gypsum waste (see page 14). Timescale – by 15 November 2022	Contractor sourced awaiting confirmation of contract.	11/10/2022	Lorraine Bennie (CM Support)

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Requirement 5: The provider must implement a SOP for laundering staff uniforms (see page 14). Timescale – by 15 November 2022	attached	11/10/2022	Lorraine Bennie (CM Support)
Requirement 6: The provider must provide a suitable vacuum autoclave in the decontamination room, for the appropriate sterilisation of hollow instruments (see page 14). Timescale – by 8 December 2022	W&H Lara Vacuum Steriliser 17L sourced and awaiting installation.	30/11/2022	Fiona Brady (CM Facilities)
Requirement 7: The provider must ensure the correct sensor size is used for each patient to achieve adequate image quality, minimise the number of x-rays taken and minimise patient's exposure to radiation (see page 14). Timescale – by 8 December 2022	2 nd X-ray sensor has been ordered from Wrights	1/12/2022	Lorraine Bennie (CM Support)
Recommendation a: The service should develop a formal patient participation process with a structured approach to gathering, evaluating and using patient feedback, to demonstrate how it involves patients in improving service delivery (see page 10).	LB to update	1/12/2022	Lorraine Bennie (CM Support)

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Recommendation b: The service should standardise its recruitment procedures to ensure it has evidence of immunisation status for all new clinical staff before they are employed (see page 16).	Attached is letter we send to all new employees.	1/12/2022	Lorraine Bennie (CM Support)
Recommendation c: The service should develop a quality improvement plan that sets out how it will regularly review the quality of the service to make sure it meets the needs of its patients (see page 17).	LB to update	1/12/2022	Lorraine Bennie (CM Support)

Name	<input type="text" value="LORRAINE BENNIE"/>		
Designation	<input type="text" value="REGIONAL SUPPORT"/>		
Signature	<input type="text" value="L.Bennie"/>	Date	<input type="text" value="02/11/22"/>
In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.			