

## Action Plan

Service Name:	St Ninian House
Organisation Number:	00937
Service Provider:	Doctor Denture Ltd
Address:	St Ninian House, Nairn, IV12 4EQ
Date Inspection Concluded:	26 March 2025

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Requirement 1:</b> The provider must produce annual duty of candour reports (see page 17).</p> <p>Timescale – immediate</p> <p><i>Regulation 5(2) The Healthcare Improvement Scotland (Inspections) Regulations 2011</i></p>	<p>I have instructed my web manager to upload my Duty of Candour report to my website. As I have had no instances where I have had to take such action, I wasn't aware that I had to publish a nil return. I will henceforth publish my Duty of Candour report every year.</p>	Immediate	Matthew Donnachie

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<p><b>Requirement 2:</b> The provider must:</p> <ol style="list-style-type: none"> <li>provide appropriate medical emergency drugs and equipment as set out in the Scottish Government's <i>Emergency Drugs and Equipment in Primary Dental Care</i> guidance, and</li> <li>undertake appropriate medical emergency training that covers life support, airway management and the administration of medical emergency drugs (see page 17).</li> </ol> <p>Timescale – by 22 August 2025</p> <p><i>Regulation 3(a) and 12(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>I have a had a discussion with Dr A MacLellan BDS regarding prescribing EMG drugs for my clinic. He is going to call you to discuss. The draft report states that I have had no training in medical emergencies. This is not true. I have done several of these courses over the last 10 years. I have contacted Authentick in Nairn who I have been to previously for a MED EMG course. They now offer a comprehensive range of courses and I am in discussion with them regarding several suitable refresher courses including one regarding DEFIB use as I have just purchased one for the clinic</p>	22/08/25	Matthew Donnachie
<p><b>Requirement 3:</b> The provider must ensure that a chaperone is appointed to the service to accompany the practitioner whenever a patient is treated. The chaperone must be a dental professional registered with the General Dental Council (GDC) or other healthcare regulator (see page 18).</p> <p>Timescale – by 22 November 2025</p> <p><i>Regulation 12(a)</i></p>	<p>I am actively looking for a Dental Nurse. As soon as I have the candidate in place I will contact HIS regarding disclosure and practice privilege</p>	22/11/25	Matthew Donnachie

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<i>The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i>			
<p><b>Requirement 4:</b> The provider must produce evidence of appropriate health clearance and immunisation status for the practitioner, and any other newly appointed staff members (see page 18).</p> <p>Timescale – by 22 August 2025</p> <p><i>Regulation 3(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	I will contact occupational Health to establish my immunisation.	22/08/25	Matthew Donnachie
<p><b>Recommendation a:</b> The service should develop formalised aims and objectives with measurable key performance indicators to help monitor how well the service is being delivered (see page 13).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organization providing my care and support. Statement 4.19</p>	I will look to clarify this in a formal document.	25/26	Matthew Donnachie

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<p><b>Recommendation b:</b> The service should ensure that all staff undertake the NHS Education for Scotland (NES) foundation layer Scottish infection prevention and control education pathway (SIPCEP) training course (see page 18).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the people who support and care for me. Statement 3.14</p>	<p>I plan to add this to my current CPD cycle. I have had a look on NHS Education and I can do this by E learning via Turas learn.</p>	25/26	Matthew Donnachie
<p><b>Recommendation c:</b> The service should produce a formal business continuity plan that sets out how patient aftercare and follow up will be managed if the business has to temporarily close or permanently cease trading (see page 19).</p> <p>Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.14</p>	<p>Patient aftercare (Business continuity) generally relates to general dentistry. As I am a CDT once a patient's dentures are complete, their treatment plan is closed and they return to 6 monthly care with their registered dentist. Full denture cases are advised to seek an oral cancer screen yearly with a dental professional.</p> <p>If I became ill, died or the business failed, all care would pass the Union Dental in Inverness and we have a key man insurance policy to insure there is adequate funding in place to close any financial shortfall.</p> <p>I will produce a document stating the plan formally.</p>	25/26	Matthew Donnachie
<p><b>Recommendation d:</b> The service should develop and implement an audit programme to cover key aspects of care and treatment. Audits should be documented and improvement action plans implemented (see page 19).</p>	<p>I will look to do this yearly</p>	25/26	Matthew Donnachie
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<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>This was previously identified as a recommendation in the February 2020 inspection report for St Ninian House.</p>			
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Name	Matthew Donnachie		
Designation	Clinical Dental Technician (Director)		
Signature	M Donnachie	Date	20/05/25

### 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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