

## Action Plan

Service Name:	Bupa Dental Care Dundee
Organisation Number:	01312
Service Provider:	Xeon Smiles UK Ltd - trading as Bupa Dental Care
Address:	95 Fort Street, Broughty Ferry, Dundee, DD5 2AA
Date Inspection Concluded:	11 November 2025

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Requirement 1:</b> The provider must undertake a risk assessment that details how and when the ventilation in the treatment rooms will be upgraded to meet national guidance for specialised ventilation for healthcare services (see page 23).</p> <p>Timescale – immediate</p> <p>Regulation 10(2)(c) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p>	<p>The air purifiers have been relocated and returned to the surgeries.</p> <p>A risk assessment has been completed and shared with Gail, the new Practice Manager, who will implement it with the clinical teams in the surgeries to ensure full compliance.</p>	29/01/2025	Anita Davidson/Gail Cummings
<p><b>Requirement 2:</b> The provider must carry out a full refurbishment of the decontamination room to ensure that the service complies</p>	<p>The Facilities Manager has arranged for planning to be completed on Tuesday, 20 January. Once finalised, the</p>	31 <sup>st</sup> March	Anita Davidson/Barry Mulholland

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<p>with national guidance about the decontamination process for dental instruments (see page 24).</p> <p>Timescale – immediate</p> <p>Regulation 3(d)(ii) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p>	<p>plans will be sent to Simon Morrow for review prior to any works commencing.</p> <p>If the plans are approved, a 10 week lead time will be required as the worktops specified take 6 to 8 weeks to manufacture</p>		
<p><b>Requirement 3:</b> The provider must undertake a risk assessment that details how and when the clinical hand wash basins and taps in the treatment rooms will be upgraded to meet current guidance about sanitary fittings in healthcare premises (see page 24).</p> <p>Timescale – immediate</p> <p>Regulation 3(d)(i) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</p> <p>This was previously identified as a requirement in the October 2022 inspection report for Bupa Dental Care Dundee.</p>	<p>Pictures have been sent to the contractor, who will attend the site on Tuesday, 20th January to assess the requirements and place any necessary orders to ensure compliance with standards.</p> <p><b>Interim Solution</b></p> <ul style="list-style-type: none"> <li>• Clean the overflows with Clinell Universal 2-in-1 wipes at the beginning of each session.</li> <li>• Clean the operating mechanism of the taps with Clinell Universal 2-in-1 wipes between each patient.</li> <li>• Clean the tap nozzles with Clinell Universal 2-in-1 wipes at the beginning of each session.</li> </ul>	<p>31<sup>th</sup> March</p> <p>Now and Ongoing until permanent solution in place</p> <p>6<sup>th</sup> March</p>	<p>Anita Davidson/Barry Mulholland</p> <p>All Nursing Staff And Clinicians</p> <p>GM Facilities (EXTERNAL CONTRACOR)</p>

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	<p><b>Permanent Solution</b></p> <ul style="list-style-type: none"> <li>• Overflows will be capped with domed covers.</li> <li>• Taps will be replaced with medical-grade long-lever equivalents.</li> </ul> <p>A risk assessment has been completed and shared with Gail, the new Practice Manager, who will implement it with the clinical teams in the surgeries to ensure full compliance.</p>		
<p><b>Requirement 4:</b> The provider must update the local rules for the mobile intraoral X-ray machine to reflect the correct positioning of the plug to ensure the machine can be switched off without entering the controlled area (see page 24).</p> <p>Timescale – immediate</p> <p><i>Regulation 13(2)(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p> <p>This was previously identified as a requirement in the October 2022 inspection report for Bupa Dental Care Dundee.</p>	<p><b>Date:</b> 29 January 2026</p> <p><b>Action:</b> Review and update of Local Rules</p> <p><b>Details:</b> Lorna Silvers, Radiation Protection Lead, has reviewed and updated the Local Rules for the mobile X-ray machine.</p> <p><b>Status:</b> Complete</p> <p><b>Next Steps:</b> Ensure updated Local Rules are communicated to all relevant clinical staff and displayed in the surgery the mobile unit is situated in. The local rules will be reviewed yearly</p>	Completed 29 <sup>th</sup> Jan 2026	Lorna Silver

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<p><b>Recommendation a:</b> The service should continue to develop its strategic plan to ensure that its key principles are easily understood and consistently interpreted by staff. These key principles should also be made available to patients (see page 15).</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>We are pleased to welcome Gail as the new Practice Manager for the Dundee Practice. Gail brings extensive experience to the role and will lead the implementation of our strategic plan, working closely with the team to embed our key principles throughout the practice, including ensuring they are clearly displayed in patient waiting areas.</p> <p>This recommendation has formed part of Gails induction into the practice</p>	<p>26<sup>th</sup> Jan Onwards</p>	<p>Anita Davidson/Karen Munro and Gail Cummings</p>
<p><b>Recommendation b:</b> The service should reintroduce its programme of regular team meetings (see page 16).</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>Gail brings extensive dental knowledge to the Dundee Practice and has already introduced regular team meetings. She also plans to implement dedicated nursing meetings, led by an experienced team member with her support. Within her short time in post, Gail has scheduled monthly full-team meetings for the year ahead.</p> <p>This recommendation has formed part of Gails induction into the practice</p>	<p>19<sup>th</sup> Jan onwards</p>	<p>Anita Davidson/Karen Munro and Gail Cummings</p>
<p><b>Recommendation c:</b> The service should develop a process of keeping patients informed about the impact their feedback has on the service (see page 18).</p> <p>Health and Social Care Standards: My Support, my life. I have confidence in the</p>	<p>NPS is used to gather valuable feedback from our patients. Gail will work with the practice team to review this feedback and implement improvements where possible. Any resulting changes will be communicated to patients either through visible updates within the practice or via a dedicated notice board in the waiting</p>	<p>30<sup>th</sup> March</p>	<p>Gail Cummings Dundee Team Karen Munro</p>

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organisation providing my care and support. Statement 4.8	area, highlighting actions taken in response to their feedback.  This recommendation will form part of Gails induction into the practice		
<b>Recommendation d:</b> The service should ensure that complaints information for patients is easily accessible on its website (see page 20).  Health and Social Care Standards: My Support, my life. I have confidence in the organisation providing my care and support. Statement 4.20	Information on how to make a complaint is available on our website by selecting the <b>"Contact Us"</b> section. Patients have several options to contact us, including: <ul style="list-style-type: none"> <li>• Phoning the practice</li> <li>• Writing to our Support Centre</li> <li>• Phoning the Support Centre</li> <li>• Emailing either the practice or the Support Centre</li> </ul>	Completed	
<b>Recommendation e:</b> The service should ensure the portable suction motor has a regular programme of maintenance and air filter checking in line with the manufacturer's guidance (see page 24).  Health and Social Care Standards: My support, my life. I have confidence in the organisation providing my care and support. Statement 4.11	Our servicing providers have been advised to include this suction motor within the annual service schedule, in line with all other suction motors in the practice.  We have requested an engineer to come to the site to service this suction motor	31 <sup>st</sup> Jan	Barry Mulholland All Nursing Staff Anita Davidson

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	All nursing staff will be trained on how to check and replace the air filters in accordance with the manufacturer's instructions.		
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Name	Anita Davidson
Designation	Caretaking PM
Signature	<i>Anita Davidson</i>
Date	29/01/2026

- **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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