

## Action Plan

Service Name:	Integrated Dentalcare
Organisation Number:	02321
Service Provider:	Integrated Dentalcare Limited
Address:	1 Manor Place, Edinburgh, EH3 7DH
Date Inspection Concluded:	21 January 2026

Requirements and Recommendations	Action Planned	Timescale	Responsible Person

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<p><b>Requirement 1:</b> The provider must produce and publish an annual duty of candour report (see page 16).</p> <p>Timescale – immediate</p> <p><i>Regulation 5(2) The Healthcare Improvement Scotland (Inspections) Regulations 2011</i></p>	<p>Annual duty of Candour report published on the website.</p> <p><a href="https://www.integrateddentalcare.com/duty-of-candour/">https://www.integrateddentalcare.com/duty-of-candour/</a></p>	<p>Completed</p>	<p>Completed</p>
<p><b>Requirement 2:</b> The provider must ensure that the remedial works identified in the service’s 2023 electrical installation condition report are carried out and then arrange for a new electrical installation condition report to be carried out to demonstrate that the electrical installation is in a satisfactory condition (see page 16).</p> <p>Timescale – by 30 April 2026</p> <p><i>Regulation 3(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>We have organised the remedial works identified in the service’s 2023 electrical installation report and have the new electrical installation condition report. (Attached)</p>	<p>Completed</p>	<p>Completed</p>
<p><b>Requirement 3:</b> The provider must arrange for an external contractor to service the emergency lighting, and</p>	<p>We have organised an external contractor to service the emergency lighting in the Practice.</p>	<p>ASAP</p>	<p>Anjana Puri</p>

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<p>regular in-house testing should also be introduced (see page 16).</p> <p>Timescale – by 30 April 2026</p> <p><i>Regulation 3(a) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>(Organised for Thursday 05/03/26.- rescheduled due to family emergency) We have also put a draft together for regular in-house testing which will be finalised after the visit by the contractor.</p>		
<p><b>Requirement 4:</b> The provider must ensure that all actions highlighted in the laser protection advisor’s risk assessment report are resolved (see page 16).</p> <p>Timescale – by 30 April 2026</p> <p><i>Regulation 3(d)(v) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>As per the recommendation</p> <p>1. Recommendation 1 -The glass in the door is frosted, but note that whilst intuitively this would seem to prevent (or limit) laser light escaping the confines of the room, it will not significantly attenuate a laser beam. Frosted glass is designed for privacy, but to also let as much light (including laser) as possible. It is recommended that the glass door panel is covered whilst the laser is in Use. Remedy - A blackout roller blind fitted at the top of the glass has been ordered</p> <p>2.Recommendation 2 -.With ‘Class 4’ lasers, even reflections from rough/matte surfaces may be hazardous. It is therefore imperative that</p>	<p>ASAP</p>	<p>Neeraj Puri</p>

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	<p>all persons present in the room will wear protective eyewear.</p> <p>Remedy - We have ordered the new Pioon S3 ( safety eyewear for laser)and are waiting for the delivery.</p>		
<p><b>Requirement 5:</b> The provider must ensure that appropriate Disclosure Scotland background checks and health clearance checks are carried out: a) on all staff before they begin working in the service, and b) on all staff currently working in the service. Checks must be recorded and retained on staff files (see page 19).</p> <p>Timescale – by 30 April 2026</p> <p><i>Regulation 8(1) The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011</i></p>	<p>Disclosure Scotland Checks and health clearance checks organised for all staff. (Updated trackers attached)</p>	ASAP	Anjana Puri
<p><b>Recommendation a:</b> The service should develop a strategic plan that incorporates its mission statement and links this to the service’s identified key performance</p>	<p>We will discuss the Strategic Plan in the next Management Quarterly Meeting and will work towards finalising it for the next financial year.</p>	6 months	Anjana Puri

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<p>indicators to help demonstrate how it will achieve its mission (see page 10).</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>			
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Name	Neeraj Puri	
Designation	Director and Lead Clinician	
Signature	Neeraj Puri	
	Date	05/03/2026

- **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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