

Mr J Dalton
Secretary
Capital Care Glasgow Limited
60 St. Enoch Square
5th Floor
Glasgow
G1 4AG

Date: 13 October 2026
Name: Kevin Freeman-Ferguson
Email: his.ihcregulation@nhs.scot
Service Ref: 01339
Enforcement Ref: enf-01009

Dear Mr Dalton

**IMPROVEMENT NOTICE
SECTION 10R NATIONAL HEALTH SERVICE (SCOTLAND) ACT 1978)**

Healthcare Improvement Scotland has concluded that TRULY DENTAL GLASGOW, 89 DUNLOP STREET, GLASGOW, G1 4ET is not operating in accordance with requirements or conditions imposed by or under the Act, or the requirements of Regulations made under the Act. Healthcare Improvement Scotland hereby gives you notice that unless there is a significant improvement in provision of the service, it intends to make a proposal to cancel your registration in terms of section 10S of the Act. The nature of the improvements to be made, and the period within which they must be made, are specified below.

Improvement

1. Within three months of the date of receipt of this letter or by 13 January 2027, you must conclude the significant adverse event review and duty of candour procedure record regarding the recent serious incident involving a patient and share the outcome of both with Healthcare Improvement Scotland. All learning identified must be clear and ensure that future sedation treatment provided by the service will be of a quality which is appropriate to meet the needs of patients.

This is in order to comply with **Regulation 13(2)(b) of The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**

2. Within three months of the date of receipt of this letter or by 13 January 2027 you must implement a written procedure for contacting the GP of patients who are assessed as high risk for treatment and using this information to make an informed clinical judgement about whether the patient's treatment should be delayed, staged, referred or refused.

This is in order to comply with **Regulation 3(a) of The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**

3. Within three months of the date of receipt of this letter or by 13 January 2027, you must implement an effective documented governance process for ensuring that patients initially assessed as high risk are appropriately escalated to senior clinical staff for a decision about

their suitability for treatment. A record of all decision making related to patient treatment must be kept in the patient care record to ensure patients' health, welfare and safety.

This is in order to comply with **Regulation 3(a) of The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**

4. Within three months of the date of receipt of this letter or by 13 January 2027, you must ensure that patient care records contain all necessary information about the patient's consultation, examination, assessment and treatment.

This is in order to comply with **Regulation 4(2) of The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**

5. Within three months of the date of receipt of this letter or by 13 January 2027, you must ensure that conscious intravenous sedation is only provided to patients that meet the appropriate assessment criteria. Patients with a classification of American Society of Anesthesiologists (ASA) 3 (severe systemic disease) or higher must not be treated in this service.

This is in order to comply with **Regulation 3(a) of The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**

6. Within three months of the date of receipt of this letter or by 13 January 2027, you must ensure that patient care records contain an accurate record of the teeth present in patients' mouths.

This is in order to comply with **Regulation 4(2)(a)(b)(c) of The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**

7. Within three months of the date of receipt of this letter or by 13 January 2027, you must ensure that appropriate sedation monitoring details are recorded during patient sedation treatment so that the safe management of patients can be demonstrated.

This is in order to comply with **Regulation 4(2) of The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**

8. Within three months of the date of receipt of this letter or by 13 January 2027, you must ensure that the time and administration doses of local anaesthetic are always documented to ensure maximum doses are not exceeded.

This is in order to comply with **Regulation 4(2) of The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011.**

Please also note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in the Healthcare Improvement Scotland proceeding to make a proposal to cancel registration.

Please contact me if you would like to discuss this notice, or if there is anything in the notice you do not understand.

Yours sincerely



Kevin Freeman-Ferguson
Head of Regulation