

CQC REPORTS

“Musts”

The CQC - when writing a report following an inspection – may list actions it wants the providers to take; if there is a breach of the Regulations (ie of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014)), the issue will be highlighted as a “must” on Page 2 and the dentist has to provide an action plan within a specified timescale. However, if the issue needs addressing, but is not urgent, it will appear as a “should”.

The list below was gleaned from 125 CQC reports published on its website between 4th January and 11th February 2016; it is not exhaustive (and may contain duplicates!) and shows a snapshot of the issues found in a proportion of the 1,000 or so practices the CQC is aiming to inspect in 2015/16.

BDA members can refer to the CQC part of our website – www.bda.org/cqc - and “Extra” or “Expert” members can contact the BDA’s compliance team to discuss any CQC-related issues/concerns they might have on (0207) 563 4567 or on compliance@bda.org

- Ensure availability and checks of all medicines in line with BNF and Resus Council
- Record in the patients’ dental care records and reason/quality of X-ray
- Ensure practice is compliant (IRR) 99 and (IRMER) 2000
- Undertake CPR training
- Ensure all staff receive necessary training and performance appraisals
- Process in place for recording accidents
- Protocols for dental records in line with FGDP
- Establish a complaints process
- Equipment is safe for use and used safely
- Processes that make sure that people are protected from abuse
- Ensure sufficient numbers of suitably qualified staff
- Establish system to assess, monitor and mitigate risks
- Seek views of patients and show how they are taken into account
- Training, learning and development needs of staff
- Audits are undertaken at regular intervals & results shared with staff inc radiography, infection control & dental care records
- Review conscious sedation protocols & audits (‘Standards for Conscious Sedation in the Provision of Dental Care 2015’)
- Review infection control procedures & protocols in line with HTM 01-05
- Ensure decon equipment is safe & effective
- Ensure waste is stored securely & disposal is in line with (HTM 07-01)
- Undertake Legionella risk assessment
- Ensure practice has written waterline management scheme
- Review policy COSHH storage
- Ensure staff know about infection prevention control
- Establish system to assess, monitor and mitigate risks
- Review systems to seek & act on patient & staff feedback
- Review staff awareness of MCA
- Ensure staff have the qualifications, competence, skills and experience
- Review availability medical emergency equipment (Resus Council & GDC)

- Ensure the practice's recruitment policy and procedures are suitable (Schedule 3)
- Ensure premises and equipment used are safe to use and are used safely
- Ensure practice meets fire safety guidance
- Assess risk of, and preventing, detecting and controlling the spread of infections
- Operate accessible complaints system which identifies, receives, records, handles & responds to complaints
- Review systems to seek & act on patient & staff feedback
- Review protocols on reasons for X-ray & quality (IR(ME)R) 2000 & FGDP selection criteria
- Ensure staff have necessary immunisation (Hepatitis B)
- Review protocols for dental records in line with FGDP
- Ensure staff have necessary immunisation (Hepatitis B)
- Ensure there is proper and safe management of medicines
- Ensure that governance arrangements monitor and assess the quality of the service