

## Action Plan

Service Name:	Scottish Centre for Excellence in Dentistry
Service number:	02221
Service Provider:	Portman Healthcare Limited
Address:	Watermark Business Park, 335 Govan Road, Glasgow, G51 2SE
Date Inspection Concluded:	17 January 2024

Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Requirement 1:</b> The provider must ensure staff are using the most up-to-date version of policies and procedures at all times (see page 17).</p> <p>Timescale – immediate</p>	All policies updated, distributed and signed	Actioned	Erin Davies/ Fiona Hunter

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<p><b>Requirement 2:</b> The provider must ensure the reversal drug (flumazenil) is obtained before any further conscious sedation is undertaken. This drug must then be held in stock at all times (see page 17).</p> <p>Timescale – immediate</p>	<p>Reversal drug ordered and stored in locked sedation cupboard</p>	<p>Actioned</p>	<p>Erin Davies/ Fiona Hunter</p>
<p><b>Requirement 3:</b> The provider must ensure appropriate routine in-house image quality control testing is carried out on the 3D scanner at all times (see page 18).</p> <p>Timescale – immediate</p>	<p>In house image quality control testing carried out</p>	<p>Actioned</p>	<p>Erin Davies/ Fiona Hunter</p>

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<p><b>Requirement 4:</b> The provider must ensure the pulse oxygen monitor is appropriately serviced and calibrated at all times (see page 18).</p> <p>Timescale – immediate</p>	<p>Servicing arranged and regular calibration planned</p>	<p>Actioned</p>	<p>Erin Davies/ Fiona Hunter</p>
<p><b>Requirement 5:</b> The provider must ensure the sedation team undertakes sedation-related scenario-based emergency training every 6 months (see page 18).</p> <p>Timescale – by 8 June 2024</p>	<p>Emergency scenario done and arranged for next training in 6/12</p>	<p>Actioned</p>	<p>Erin Davies/ Fiona Hunter</p>

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<p><b>Requirement 6:</b> The provider must ensure that appropriate recruitment checks are carried out for staff before they begin working in the service. These must be recorded and retained on staff files (see page 21).</p> <p>Timescale – immediate</p>	<p>All recruitment checks done</p>	<p>Actioned</p>	<p>Erin Davies/ Fiona Hunter</p>
<p><b>Requirement 7:</b> The provider must undertake a risk assessment that details how and when the ventilation in the treatment rooms and decontamination room will be upgraded to meet national guidance for specialised ventilation for healthcare services (see page 21).</p> <p>Timescale – by 8 July 2024</p>	<p>Risk assessment to be conducted in line with guidance – practice currently has mechanical ventilation however will look to move to externally vented with future refurbishment</p>	<p>8 July 2024</p>	<p>Erin Davies/ Fiona Hunter</p>

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<p><b>Requirement 8:</b> The provider must undertake a risk assessment that details how and when the clinical hand wash basins and taps in the treatment rooms and decontamination room will be upgraded to meet current guidance about sanitary fittings in healthcare premises (see page 21).</p> <p>Timescale – by 8 July 2024</p>	<p>Risk assessment to be conducted in line with guidance – hand wash sinks to look to be updated with future refurbishment</p>	<p>8 July 2024</p>	<p>Erin Davies/ Fiona Hunter</p>
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Requirements and Recommendations	Action Planned	Timescale	Responsible Person
<p><b>Recommendation a:</b> The service should ensure patients are kept informed of any changes made to the service as a result of their feedback (see page 14).</p>	<p>Feedback and changes are being updated on social media and we are in the process of having a loop made to be played on the tv advising of feedback and changes</p>	<p>actioned</p>	<p>Erin Davies/ Fiona Hunter</p>

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<p><b>Recommendation b:</b> The service should produce and publish an annual duty of candour report (see page 18).</p>	<p>We have reached out to Portman to have this produced</p>	<p>actioned</p>	<p>Erin Davies/ Fiona Hunter</p>
<p><b>Recommendation c:</b> The service should ensure all clinical staff are trained in the duty of candour principles (see page 18).</p>	<p>We have reached out to the portman training department for this</p>	<p>actioned</p>	<p>Erin Davies/ Fiona Hunter</p>

Name	Erin Davies
Designation	Practice Manager
Signature	E Davies
	Date 22/3/2024

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In signing this form, you are confirming that you have the authority to complete it on behalf of the service provider.

### 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 can be immediate. If you identify a requirement/recommendation timescale that you feel needs to be extended, include the reason why.
- **Person Responsible:** Please do not name individuals or an easily identifiable person. Use Job Titles.
- Please do not name individuals in the document.
- If you have any questions about your inspection, the requirements/recommendations or how to complete this action plan, please contact the lead inspector for your inspection.

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