



## CQC Regulatory Policies

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### CQC Statement of Purpose Policy

Name of our business: Lam Dental Care

The legal status of our business (individual, partnership or organisation): Individual Business

Our business address, telephone number and email address: 6 Weardale Terrace, Ropery Lane, Chester-le-street, DH3 3PQ.

lamdentalcare@gmail.com

01913888381

The names of partners in our business (if applicable):

The Registered Manager at our practice is: Holly Lam.

Our practice has exceptionally high values regarding patient care and will continue to strive to achieve goals and provide patient satisfaction. Our practice aims to provide excellent oral health treatments in line with local and national guidelines to children and adults of all needs by offering outstanding NHS services across all the counties and communities they serve. We understand the importance of having an in-depth understanding and knowledge of local patients' needs and the benefits their views can have on our services and regularly carry out patient satisfaction surveys and have implemented google review to ensure we are responsive to our patient's needs.

Our practice staff consists of; General Dental Practitioners (GDPs), Dental Care Professionals (DCPs) and a non-clinical practice manager, who form part of a very diverse workforce. All team members are adequately trained, updated and appraised annually and keep an up-to-date record of their Continuing Professional Development (CPD) in line with the current General Dental Council (GDC) guidelines; newly recruited staff are given intense training in the use of our systems and the importance of patient confidentiality.

All our employees have knowledge of national guidelines and can provide a service based on these, which include: Standards for Better Health, Delivering Better Oral Health, Smoke-Free and

Smiling, to mention a few.

## Practice Aims & Objectives

- To provide patient-centred dental care of a consistently high quality, considering patients' individual needs.
- To regularly review practice working methods and encourage suggestions for improving patient care.
- To keep up to date with current thinking on all aspects of general dentistry.
- To provide continuous improvement of our services through patient views and experiences.

## Services Provided

We ensure our service users can spend time discussing their needs with the appropriate member of the team and involve all patients and carers in all decisions regarding their treatment ensuring they can make an informed decision and give appropriate consent. By investing our time in patients and providing them with excellent facilities and care, we are proud to have maintained an established patient base.

The regulated activities provided include:

- Treatment of disease, disorder or injury
- Surgical procedures
- Diagnostic and screening procedures

The services we provide at our practice are as follows;

- Routine and restorative dentistry
- Preventative advice and treatment
- Crown and bridge work
- Root canal treatment
- Dental hygiene treatment
- Cosmetic dentistry
- Tooth whitening
- Restorative dentistry
- Implants
- Orthodontic treatment (Invisalign)
- Surgical treatment

## Responsibilities of the CQC Registered Manager Policy

The Registered Manager is the person appointed by the Provider Lam Dental Care to manage the regulated activities delivered by the practice:

- diagnostics and screening procedures,
- the treatment of disease, disorder and injury,
- and surgical procedures

As a registered person, the registered manager has legal responsibilities under the Health and Social Care Act 2008 in relation to the position. A registered manager shares the legal responsibility for meeting the requirements of the relevant regulations and enactments of the Act with the Provider Lam Dental Care.

The person appointed as the registered manager is in day-to-day charge of carrying on the regulated activity or activities under which the practice is registered.

Holly Lam must:

- Be of good character
- Have the necessary qualifications, competence, skills and experience to manage regulated activity
- Ensure that the practice clinical governance system underpinning the delivery of the regulated activities is properly maintained, this includes:
- Ensure all written practice policies, records, protocols, and procedures are up to date and meet current local, UK and international regulations, specifically those relating to:
  - Maintaining general Health and Safety standards within the practice
  - Dealing with medical emergencies within the practice and medicines management
  - Safeguarding for children and adults at risk
  - Incident Reporting and learning from mistakes
  - Infection Prevention Control
  - Environment, Legionella, safer sharps usage and waste control
  - Radiation in conjunction with the Practice Radiation Protection Supervisor
  - Clinical records management including informed consent
  - Information Governance, including data protection laws and regulations
  - Clinical Audit, specifically infection prevention control, quality standards in radiography and quality standards in clinical record keeping
  - Staffing, including practice HR procedures, recruitment, and training
  - Patient and staff feedback. Including complaints handling
- Ensure the practice clinical governance system can be accessed by practice staff and staff are fully trained in the operation of the system.
- Ensure that the practice premises meet current guidelines and UK regulations for healthcare premises, including business continuity and fire protection.
- Ensure the relevant validation/periodic testing and maintenance regimes of the following equipment are in accordance with the relevant regulations when undertaken:
  - Decontamination equipment, including, autoclaves, washer disinfectors and ultrasonic cleaning baths
  - X-ray equipment in conjunction with the practice Radiation Protection Supervisor
  - Pressure Vessels, including compressors and autoclaves
  - Electrical and gas systems and appliances
  - Other equipment used in the practice

## CQC Notification Policy

This practice will adhere to the following requirements and will ensure that all staff are aware of these:

### Events requiring notification to CQC within 28days

1. If the Statement of Purpose is amended.
2. If the Provider or the Registered Manager plans to be absent from the practice for more than 28 days – (if an emergency, this should be done within 5 days) – including:
  - Reason for absence
  - Length of expected absence
  - Details of arrangements made to manage the practice during that period

On their return, the CQC must be informed within seven days.

### Events requiring notification to CQC as soon as possible

1. If there are changes to any of the following:
  - a change in Registered Provider or Registered Manager
  - the Provider changes their name.

- any changes relating to Partnership details
2. If a patient dies while receiving treatment or as a result of receiving treatment.
  3. If a patient experiences a serious injury during or following dental treatment lasting 28 consecutive days
  4. If practice staff have concerns about possible safeguarding issues relating to children or adults at risk. Safeguarding issues may include:
    - physical
    - emotional
    - sexual
    - and financial abuse or neglect
  5. Incidents that are reported or investigated by the police.
  6. Any event that prevents the delivery of normal services such as:
    - lack of suitably qualified/skilled staff
    - interruptions in gas/water/electricity/sewerage services which have lasted for more than 24hrs
    - damage to the property which will affect the provision of dentistry
  7. Following the death of the Provider, it is incumbent that a surviving Partner (if there is a Partnership Agreement) or personal representative of the deceased Provider informs the CQC of the Provider's death.

When an individual provider dies, the personal representative must inform the CQC of their intentions in relation to carrying on with the practice within 28 days.

The personal representative must appoint an individual to oversee the day-to-day running of the surgery and may carry on working for 28 days, this can be extended with the CQC's agreement for up to a year.

### **CQC Contact Details**

Telephone: 03000 616161

E-mail: [HSCA\\_notifications@cqc.org.uk](mailto:HSCA_notifications@cqc.org.uk)

## Document Control

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0.3	Final	03/11/23	PG	Approved ready to go live

The latest approved version of this document supersedes all other versions, upon receipt of the latest approved version all other versions should be destroyed, unless specifically stated that previous version(s) are to remain extant. If in any doubt, please contact the document Author.

Approved By: Holly Lam, Jonathan Lam, Michael Lam  
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