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## **Be prepared for the new CQC approach to dental inspections, says Denplan**

The Care Quality Commission today published its first 12 reports on the quality of care provided by dental practices that have been inspected under its new approach. The new inspections involve using specially trained inspectors accompanied by dental advisors and the requirements are built around five fundamental standards: Is the service safe, effective, caring, responsive and well led?

Commenting on the new CQC inspections, Roger Matthews, Chief Dental Officer at Denplan Ltd commented: “Although these maybe unfamiliar terms, the requirements for practices have not drastically changed that much from the 2011 ‘outcomes’. Familiar topics such as safeguarding, consent, infection control, complaints processes and staff records are still there. However, dentists still need to take note of some of the fundamental differences in these inspections.

“With the presence of a technical expert, who may be a dentist or a dental care professional, the process is likely to be better informed and potentially more detailed. Two weeks’ notice of inspections will be standard, however where there is a specific concern, unannounced inspections may take place. It is vital that all the team are aware of policies and procedures, should the principal dentist or other senior staff be away. We would encourage dentists to read the CQC provider handbook when it is published and ensure that everyone is aware of where information is kept and understands how an inspection might be conducted.

“We have published updated advice on our website, and have produced a new version of ‘when an inspector calls’ for all our members because we place great importance on providing our members with the most up to date professional and regulatory support. We understand the significance of regulatory compliance. With good preparation, well-organised practices have little to fear from the new approach and as with the previous regulatory regime, we anticipate that our members will be well placed to comply with the new arrangements.”

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## Notes to Editors:

### About Denplan

Denplan Limited is the UK's leading dental payment plan specialist owned by Simplyhealth; with more than 6,500 member dentists nationwide caring for approximately 1.7 million Denplan registered patients. Established in 1986 by two dentists who pioneered the concept of dental payment plans, Denplan has been at the heart of dental care for over 25 years. Today, Denplan has a wide range of dental plans for adults and children, enabling patients to spread the cost of their private dental care through a fixed monthly fee. Denplan supports regular attendance and preventive care, reducing the need for clinical intervention and helping patients to maintain healthy teeth and gums for life. Patient enquiries telephone: 0800 401 402 Dentist enquiries telephone: 0800 328 3223

[www.denplan.co.uk](http://www.denplan.co.uk)

- Denplan Care: all routine and restorative care + worldwide dental injury and dental emergency cover
- Denplan Essentials: routine care only + worldwide dental injury and dental emergency cover
- Plans for Children: routine and other agreed care + worldwide dental injury and dental emergency cover
- Membership Plan: registered with the dentist + worldwide dental injury and dental emergency cover
- Denplan Emergency: worldwide dental injury and dental emergency cover only
- Company Dental Plans: company funded, voluntary and flexible benefit schemes

Denplan also provides a range of professional services for its member dentists and their practice teams, including the Denplan Quality Programme, Denplan Excel Accreditation Programme and Denplan Training. Plus regulatory advice, business and marketing consultancy services and networking opportunities.

For more information about Denplan:

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### About Simplyhealth

- Simplyhealth became its own brand in 2009 after bringing together HSA, BCWA, LHF, HealthSure, Totally Active, its family of health companies
- Simplyhealth has been providing healthcare solutions for 140 years, and is dedicated to serving its customers and patients through a variety of cash plans, dental plans, private medical insurance, self funded health plans and mobility and living aids
- Simplyhealth is a trading name of Simplyhealth Access, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority
- Simplyhealth has nearly three million customers supporting 3.5 million people with their healthcare needs. They also help over 20,000 companies with their employees' health
- Simplyhealth is committed to making a positive impact on its communities. Each year, it donates over £1 million to health related charities and causes

For further information: [newsroom.simplyhealth.co.uk](http://newsroom.simplyhealth.co.uk)