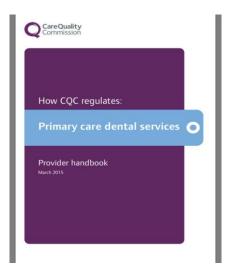
KLOEs

- Key lines of enquiry 'KLOEs'
- KLOEs guide the inspection
- Aim is consistency
- NOT a rigorous checklist
- Changes from April 18





Most frequent areas of non-compliance

- Managing complaints and concerns
- Completing appropriate risk assessments
- Incomplete or out-of-date dental care records
- Supervision, support and staff training
- Infection prevention and control
- Medicines and equipment to deal with medical emergencies
- Incomplete recruitment checks when employing staff



8 things you *must* do



- 1. Involve your **whole** team in compliance
- 2. Audit your compliance
- 3. Have plans for addressing any non-compliance
- 4. Ensure all compliance tasks are scheduled
- 5. Keep excellent patient records
- 6. Get feedback from your patients and staff and act on it
- 7. Record significant events and learning outcomes
- 8. Ensure all your policies and protocols are tailored



Compliance is everyone's responsibility so

- Have regular practice meetings
- Learn to delegate!
- Empower your team
- Share tasks with them
- Train them adequately
- Live and breathe your practice policies
- Get feedback from the team



