

# KLOEs

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



How CQC regulates:

Primary care dental services

Provider handbook  
March 2015

# 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- Incomplete or out-of-date dental care records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

