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# Denmark Hill Dental Surgery

## Inspection report

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### Overall summary

We undertook a follow up desk-based review of Denmark Hill Dental Surgery on 1 September 2022. This was carried out to review in detail the actions taken by the registered provider to improve the quality of care and to confirm that the practice was now meeting legal requirements.

The review was led by a CQC inspector who had remote access to a specialist dental adviser.

We undertook a focused follow-up inspection of Denmark Hill Dental Surgery on 3 May 2022 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We found the registered provider was not providing well led care and was in breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. You can read our report of that inspection by selecting the 'all reports' link for Denmark Hill Dental Surgery dental practice on our website [www.cqc.org.uk](http://www.cqc.org.uk).

When one or more of the five questions are not met, we require the service to make improvements and send us an action plan. We then inspect again after a reasonable interval, focusing on the areas where improvement was required.

As part of this review we asked:

- Is it well-led?

### Our findings were:

#### Are services well-led?

We found this practice was providing well-led care in accordance with the relevant regulations.

The provider had made improvements in relation to the regulatory breach we found at our inspection of 3 May 2022.

### Background

# Summary of findings

Denmark Hill Dental Surgery is in Camberwell in the London Borough of Southwark and provides NHS and private dental care and treatment for adults and children.

The practice is located close to public transport links and car parking spaces are available nearby.

The dental team includes one dentist, one qualified dental nurse, one trainee dental nurse, one dental hygienist and one practice manager. The practice has one treatment room.

During the review we spoke with the dentist, the qualified dental nurse and the practice manager. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday to Friday from 9am to 5pm.

# Summary of findings

## The five questions we ask about services and what we found

We asked the following question(s).

**Are services well-led?**

**No action**



# Are services well-led?

## Our findings

We found that this practice was providing well-led care and was complying with the relevant regulations.

At the review on 1 September 2022 we found the practice had made the following improvements to comply with the regulation:

- We found that information about systems and processes were now communicated effectively across the organisation. Records presented during the review were well documented and easily accessible to staff. There were clear roles and systems for accountability and the management team showed commitment to support the practice in delivering safe and high-quality care. Discussion with the practice manager and registered manager revealed that there was sufficient oversight of the undertaking of the regulated activities.
- The practice had implemented an effective system to store and monitor staff training records. Training certificates for 'highly recommended' and 'recommended' training in line with the General Dental Council's Enhanced Continuing Professional Development (CPD) scheme were available for all members of staff. Each member of staff had an individual training plan to ensure they met the 'highly recommended' training requirements.
- The practice had implemented an effective system to store and monitor recruitment documentation. We saw evidence that recruitment documentation, for example, Disclosure and Barring Service (DBS) checks and Hepatitis B vaccination records including antibodies blood test results were available for all members of staff.
- Improvements had been made to mitigate fire risks at the practice in line with a risk assessment carried out on 5 May 2022. Fire safety equipment had been serviced and maintained and a fire drill had been carried out. Staff had undertaken training in fire safety procedures. We saw evidence that periodic in-house checks of the fire detection equipment had been carried out.
- Infection prevention and control audits had been undertaken bi-annually as per national guidelines.