

Dr Altaf Hussain

# The Dental Care Centre Huddersfield

## Inspection report

Croydon House  
25 Queensgate  
Huddersfield  
West Yorkshire  
HD1 2RD  
Tel: 01484530539  
<WWW.XXXXXXXXXXXXXXXXXX>

Date of inspection visit: 18 September 2020  
Date of publication: 27/08/2020

## Overall summary

We carried out the review as a result of concerns raised with us that the provider may not be meeting the fundamental standards of care. We planned the review to check whether the provider was meeting the legal requirements in the Health and Social Care Act 2008 and associated regulations. The review was led by a CQC inspector with remote access to a specialist dental adviser.

To get to the heart of patients' experiences of care and treatment we asked the following question:

- Is it safe?

This question forms the framework for the areas we look at during the review.

### **Our findings were:**

#### **Are services safe?**

We found that this practice was providing safe care in accordance with the relevant regulations.

#### **Background**

The Dental care Centre is in the centre of Huddersfield. The practice provides NHS and private dental care for adults and children.

The dental team includes five dentists, one dental therapist, four dental nurses, three reception staff and a practice manager. The practice has five treatment rooms.

The practice is owned by an individual who is the principal dentist there. They have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run.

This desk-based review was undertaken during the Covid 19 pandemic. Due to the demands and constraints in place because of Covid 19 we spoke with the principal dentist and practice manager via a video link to the practice. We were able to look around the building and look at specific areas. We looked at recruitment records, practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday to Friday 8:30am-5pm

Saturday 9.00am to 12pm.

### **Our key findings were :**

# Summary of findings

- The practice appeared to be visibly clean and well-maintained.
- The provider had infection control procedures in place which took account of published guidance, including guidance on the Covid-19 pandemic.
- The provider had systems in place to manage risk including management of fire safety systems .

There were areas where the provider could make improvements. They should:

Review the recruitment procedure to ensure that appropriate checks are completed prior to new staff commencing employment at the practice.

# Summary of findings

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

We asked the following question(s).

**Are services safe?**

**No action**



# Are services safe?

## Our findings

We found that this practice was providing safe care in accordance with the relevant regulations.

We reviewed the provider's arrangements to ensure standards of cleanliness and hygiene were maintained in the practice with specific focus on the arrangements in relation to the Covid-19 pandemic.

We found the provider had taken account of current published Covid-19 guidance relating to dental practices and had introduced new systems and procedures. These included measures to reduce risks to patients and staff from the Coronavirus, such as designated treatment rooms, identifying clear routes around the practice, regular supply of personal protective equipment and triaging of patients.

The practice regularly reviewed Coronavirus, (Covid-19), advisory information and updates. Information was provided to staff and displayed for patients. Patients and visitors were requested to carry out hand hygiene on entering the premises.

The provider told us they had two recruitment checks for staff outstanding. These were DBS checks which they were waiting for confirmation from. The provider explained this had been an oversight and a designated member of staff had been appointed to manage the recruitment process to ensure all checks were in place prior to employment.

We saw cleaning schedules for the practice which identified tasks to be completed in both the surgeries and public areas. The practice was visibly clean, tidy and well maintained.

Staff ensured clinical waste was segregated and stored securely in accordance with guidance. Provider contracts and waste consignments notices were in place and waste regularly collected.

The provider had an infection prevention and control policy and procedures. They followed guidance in The Health Technical Memorandum 01-05: Decontamination in primary care dental practices, (HTM 01-05), published by the Department of Health and Social Care.

We looked at the decontamination room and records and confirmed that equipment was well maintained and managed. The records showed equipment used by staff for cleaning and sterilising instruments was validated, maintained and used in line with the manufacturers' guidance.

A fire risk assessment was carried out in May 2020 in line with the legal requirements. We saw the recommendations made from this report had been completed. We saw fire extinguishers and fire detection systems throughout the building and fire exits were kept clear and that fire systems were tested weekly. Staff completed fire drill approximately every six months.