

The Dentists Dorridge

# The Dentist Dorridge

## Inspection report

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### Overall summary

We undertook a follow up focused inspection of The Dentist Dorridge on 30 October 2023. This inspection was carried out to review 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 inspection was led by a CQC inspector who was supported by a specialist dental advisor.

We had previously undertaken a comprehensive inspection of The Dentist Dorridge on 20 July 2023 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 The Dentist Dorridge dental practice on our website [www.cqc.org.uk](http://www.cqc.org.uk).

When 1 or more of the 5 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 inspection 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 on 20 July 2023.

# Summary of findings

## Background

The Dentist Dorridge is in Dorridge, Solihull and provides NHS and private dental care and treatment for adults and children.

There is level access to the practice for people who use wheelchairs and those with pushchairs. Car parking spaces, including dedicated parking for disabled people, are available near the practice. The practice has made reasonable adjustments to support patients with specific needs.

The dental team includes 2 dentists, 2 dental nurses, 1 dental hygienist, 1 practice manager and 1 receptionist. The practice has 2 treatment rooms.

During the inspection we spoke with 2 dentists, 2 dental nurses, and 1 receptionist. We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday from 8.30am to 5.30pm.

Tuesday from 8.30am to 5pm.

Wednesday from 8.30am to 4.30pm.

Thursday from 8.30am to 5.30pm.

Saturday from 9am to 1pm.

# 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 inspection on 30 October 2023 we found the practice had made the following improvements to comply with the regulation:

- There were systems in place for monitoring and improving quality. An infection prevention and control audit and record keeping audit had been completed.
- The provider had protocols and procedures to ensure staff were up to date with their mandatory training.
- The provider had ensured the availability of equipment in the practice to manage medical emergencies taking into account the guidelines issued by the Resuscitation Council (UK) and the General Dental Council.
- The practice's protocols for medicines management to ensure all medicines were stored and dispensed safely and securely were in place.
- The temperature of the fridge where the glucagon (a medicine used to treat low blood sugar in diabetic patients), was stored was checked daily by staff to ensure it was being stored in line with the manufacturer's guidance.
- The legionella risk assessment was in place. The provider had taken action to implement the recommendations in the practice's risk assessment. Staff were checking the water temperatures weekly.
- The practice ensured all equipment was safe to use, maintained and serviced according to manufacturers' instructions. The provider showed us evidence an electrical installation condition report (fixed wiring) was in place.
- A systematic comprehensive approach had been implemented for staff appraisals.