

10 Hall Lane Dental Practice Limited

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Inspection report

10 Hall Lane
Upminster
RM14 1AE
Tel: 01708220043

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Overall summary

We undertook a follow up focused inspection of 10 Hall Lane Dental Practice Limited on 18 August 2022. This inspection 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 inspection was led by a CQC inspector who was supported by a specialist dental adviser.

We undertook a comprehensive inspection of 10 Hall Lane Dental practice Limited on 16 December 2021 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 safe and well led care and was in breach of regulations 12 and 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 10 Hall Lane Dental Practice Limited on our website 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 inspection we asked:

- Is it safe?
- Is it well-led?

Our findings were:

Are services safe?

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

Summary of findings

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 16 December 2021.

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 breaches we found at our inspection on 16 December 2021.

Background

This report is about 10 Hall Lane Dental Practice Limited.

10 Hall Lane Dental Practice is in the town of Upminster in the London Borough of Havering. The practice 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 people with disabilities, are available on both the premises and surrounding roads.

The practice has five treatment rooms. The dental team includes two principal dentists, two associate dentists, three dental nurses, three receptionists and one practice manager. At the time of inspection, the practice was actively recruiting for dental hygienists.

During the inspection we spoke with two dentists 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 8.30am to 5.15pm. During out of hours, patients were advised to contact the NHS 111 service for urgent and emergency care.

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 well-led?

No action



Are services safe?

Our findings

We found that this practice was providing safe care and was complying with the relevant regulations.

At the inspection on 16 December 2021 we found the practice had made the following improvements to comply with the regulation:

The registered persons had done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment; For example:

- The Glucagon hypo-kit emergency medicine was available.
- A stock management system had been established for prescriptions held on the premises to safeguard against inappropriate use.
- The gas boiler and the electrical fixed wiring had been inspected and serviced in accordance with legislation.
- The fire risk assessment now included an evacuation plan. In addition, staff had completed training in fire safety.

Are services well-led?

Our findings

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

At our previous inspection on 16 December 2021 we judged the practice was not providing well led care and was not complying with the relevant regulations. We found that better oversight was needed to ensure staff consistently followed policies and where applicable, systems and processes. We also found that the lack of systems and processes did not support good governance. We told the provider to take action as described in our requirement notice.

When we undertook the follow up inspection on 18 August 2022, the following improvements to the service were demonstrable; For example:

The provider had ensured the dental chair, compressor and suction unit were now maintained in accordance with legislation.

At the inspection of December 2021 we found that three qualified dental nurses did not have appropriate indemnity cover. At this inspection, we saw that this had been remedied satisfactorily.

There was now an effective process to ensure safety alerts were received, reviewed, discussed and cascaded with team members.

The providers' system to monitor referrals, including two-week wait was now effective.

The provider undertook an access audit to determine if the location was suited for those with disabilities.

Radiograph audits were undertaken. Staff kept records of the results of these audits and the resulting action plans and improvements.

Dental care records were now comprehensively written to include necessary information as per guidance.

The provider had ensured consent was recorded for care and treatment in line with legislation and guidance.

We saw evidence of completed appraisals in staff records in the last 12 months; Staff told us they discussed their training needs, general wellbeing and other work-related matters.

The provider had also made further improvements:

The provider had implemented an audit for antimicrobial medicines, and they took into account the guidance provided by the College of General Dentistry.

From the dental care records we checked, it was demonstrable that the provider took into account the guidance provided by the College of General Dentistry when completing dental care records.

Dental care records were audited to check that necessary information was recorded by clinicians.

The practice took action to ensure dentists are aware of the guidelines issued by the British Endodontic Society for the use of rubber dam for root canal treatment.