

Mr. Andrew Cuyes

# Queen Street Dental Practice

## Inspection Report

70 Queen Street  
Great Harwood  
Blackburn  
BB6 7AL  
Tel: 01254 884847  
Website:

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### Ratings

#### Overall rating for this service

Are services safe?

Are services effective?

Are services caring?

Are services responsive?

Are services well-led?

### Overall summary

We carried out an announced comprehensive inspection of this service on 1 September 2015 as part of our regulatory functions where a breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet the legal requirements in relation to the breach.

We followed up on our inspection of 1 September 2015 to check that they had followed their plan and to confirm that they now met the legal requirements. This report only covers our findings in relation to those requirements.

We have not revisited Queen Street Dental Practice as part of this review because Queen Street Dental Practice were able to demonstrate that they were meeting the standards without the need for a visit.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Queen Street Dental Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

#### Our findings were:

##### Are services safe?

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

# Summary of findings

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

We always ask the following five questions of services.

### **Are services safe?**

The focused inspection concentrated on the key question of whether or not the practice was safe. We found that this practice was now providing safe care in accordance with the relevant regulations.

At our previous inspection we found that the practice did not have suitable arrangements in place for assessing the risk of, and preventing, detecting and controlling the spread of, infections. In addition there were no protocols in place to protect patient safety during root canal treatments where a rubber dam is not used.

The practice sent us evidence for our review showing that they had more robust infection control procedures in place and were now using a rubber dam for all root canal treatments.

# Queen Street Dental Practice

## Detailed findings

### Background to this inspection

This inspection was planned to check whether the practice was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We carried out a review of this service on 5 October 2015. This review was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 1 September 2015 had been made.

We reviewed the practice against one of the five questions we ask about services: is the service

safe? This is because the service was not previously meeting one of the legal requirements.

At the previous, comprehensive inspection on 1 September 2015 we found that the practice was not safe because the infection prevention and control procedures were not

sufficiently robust. The work surfaces in the treatment room were cluttered and we found dental cement on the inside of cupboard door handles and traces of dental cement on instruments after sterilisation.

The dentist did not use a rubber dam when providing endodontic treatment. Alternative safety measures and the rationale for not using a rubber dam was not recorded in the patients dental care records.

The review on 5 October 2015 was led by a CQC inspector who had access to remote advice from a specialist advisor.

During our review, we checked that the provider's action plan had been implemented. We reviewed a range of documents including photographs of the treatment room that showed all surfaces were clutter free and records to show the rationale for not using a rubber dam for endodontic treatments.

- Is it safe?

This question therefore formed the framework for the area we looked at during the inspection.

# Are services safe?

## Our findings

### **Reliable safety systems and processes (including safeguarding)**

At our previous inspection on 1 September 2015, we found that the practice was not using a rubber dam when carrying out endodontic procedures such as root canal treatments.

Patients' dental care records did not contain the rationale for not using a rubber dam or the alternative safety measures used to prevent contamination, inhalation and ingestion of instruments and prevents irrigating solutions escaping into the oral cavity. The provider sent us documentary evidence to demonstrate they are now using rubber dams for root canal treatment and documenting their usage.

### **Infection control**

At our previous inspection on 1 September 2015, we found that the practice did not have suitable infection control arrangements in place. For example, the work surfaces in the treatment room were cluttered undiluted mouthwash prepared for patient use that were stored uncovered on top of a unit. We also found dental cement on the inside of cupboard door handles and traces of dental cement on instruments after sterilisation.

The provider sent us photographic evidence to show that work surfaces had been cleared and were now clutter free. Damaged instruments have been replaced and another member of staff appointed to ensure the practice is appropriately maintained, clean and hygienic.

Mouthwash is now prepared when needed and enclosed in a air tight container.