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Park Road Dental Surgery

Inspection report

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Overall summary

We undertook a follow up inspection of Park Road Dental Surgery on 3 October 2023. 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 provider was now meeting legal requirements.

We had previously undertaken a comprehensive inspection of the practice on 14 June 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 safe or well-led care and was in breach of regulation 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 Park Road Dental Surgery on our website 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 safe?
- Is it well-led?

Our findings were:

We found this practice was now providing safe and well-led care in accordance with the relevant regulations. The provider had made satisfactory improvements in relation to the regulatory breaches we found at our previous inspection. In general improvements were noted in infection prevention control, auditing, legionella management, risk assessing and staff appraisal.

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

Summary of findings

- Take action to implement any recommendations in the practice's fire safety risk assessment and ensure ongoing fire safety management is effective. In particular, ensure that all staff receive fire training, and all tests of the fire safety systems are recorded.

Background

Park Road Dental Surgery is based in Wellingborough and provides both NHS funded and private dental care and treatment for adults and children.

The dental team includes a dentist, a trainee dental nurse and 2 part-time receptionists. There is 1 treatment room. The premises are not accessible to wheelchair users.

During the inspection we spoke with the dentist, the trainee dental nurse and a receptionist. We looked at practice policies and other records about how the service is managed.

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.

During this inspection we found the following improvements had been made to comply with the regulations:

- We viewed training certificates which showed that all staff had undertaken training in safeguarding vulnerable adults and children.
- The manual scrubbing of dirty instruments was now completed correctly.
- Daily Helix tests to measure steam penetration for the autoclave and weekly protein residue tests for the ultrasonic bath were undertaken. Appropriate disinfectant was used to clean instruments and a system was in place to ensure long handled brushes and rubber gloves were changed weekly.
- Hot and cold water temperatures were monitored each month to help manage the risk of Legionella.
- The large external clinical waste bin was now attached to a fixed post to prevent its unauthorised removal.
- A gas safety check had been undertaken in June 2023 and a service for the air conditioning unit was due on 13 October 2023.
- Missing screws in the fire door hinges had been replaced and we viewed logs which demonstrated regular checks of the emergency lighting. However, staff had not undertaken any fire safety training and the provider was not recording the weekly fire alarm checks.
- A full health and safety risk assessment of the premises had been undertaken by an external specialist and the practice was in the process of implementing its recommendations.
- Data safety sheets for cleaning products that were hazardous to health had been downloaded.
- Most missing medical emergency equipment from our previous inspection had been obtained, apart from clear face masks sizes 0,2,3, and 4. However these were ordered during our inspection.
- The dentist was using rubber dam to protect patients' airways when undertaking root canal treatment.
- The dentist no longer worked without chairside support.

Overall, we found the practice had implemented adequate measures to address the issues we had identified during our previous inspection.

These improvements now need to be embedded and sustained in the long run.

Are services well-led?

Our findings

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

During this inspection we found the following improvements had been made to comply with the regulations:

- Anti-microbial audits were undertaken to ensure the dentist was prescribing according to national guidance.
- A dental care record audit had been undertaken in September 2023, to ensure the dentist's standard of recording met professional guidelines.
- A system to monitor and track prescriptions had been implemented to ensure lost or missing ones could be identified.
- Reading glasses were kept behind the reception desk to lend to patients if needed. A portable induction loop to help patients with hearing aids was ordered during our inspection.
- Information for patients detailing how they could raise any concerns about their treatment was on display in the waiting area.
- Monthly staff meetings had been implemented and we viewed the minutes for meetings held for the previous 4 months to our inspection.
- All staff had received an appraisal of their performance.
- The dentist had paid for all staff to join an accredited online training provider. He was also subscribed as a super user and could monitor the training they had completed.

Overall, we found the practice had implemented adequate measures to address the issues we had identified during our previous inspection.

These improvements now need to be embedded and sustained in the long run.