

Stratford House Ltd

# Stratford House Dental Practice

## Inspection report

36 Stratford Road  
Wolverton  
Milton Keynes  
MK12 5LW  
Tel: 01908313109

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### Overall summary

We undertook a follow up focused inspection of Stratford House Dental Practice on 9 November 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.

We had previously undertaken a comprehensive inspection of Stratford House Dental Practice on 11 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 Stratford House 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 area where improvement was required.

As part of this inspection, we asked:

- Is it well-led?

### Our findings were:

#### Are services well-led?

# Summary of findings

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 11 July 2023.

## Background

Stratford House Dental Practice is in Wolverton, Milton Keynes and provides NHS and private dental care and treatment for adults and children.

There is step free access to the practice for people who use wheelchairs and those with pushchairs. Car parking spaces are available near the practice. Dedicated parking for disabled people is available upon request. The practice has made reasonable adjustments to support patients with access requirements.

The dental team includes 6 dentists, 2 foundation dentists, 1 dental hygiene therapist, 8 qualified dental nurses, 5 trainee dental nurses, 1 receptionist and 4 practice managers. The practice has 6 treatment rooms.

During the inspection we spoke with a practice manager. We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday to Thursday from 9am to 5.30pm.

Friday from 9am to 5.15pm.

# 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 9 November 2023, we found the practice had made the following improvements to comply with the regulation:

- The provider had ensured that fire safety processes were effective and in line with Fire Safety Legislation. We saw the emergency lighting was serviced on 22 August 2023. The practice had an external risk assessment on 4 September 2023 and recommended actions had been completed. This included new call points in the basement, emergency lighting and fire doors.
- The provider had ensured that the systems in place to track and monitor NHS prescriptions were adhered to. We saw all prescriptions were recorded and accounted for.
- The provider had an effective recruitment procedure and had ensured that appropriate checks were completed prior to new staff commencing employment. We saw that since our previous visit on 11 July 2023 2 new staff members had been recruited and all relevant checks had been completed. At our previous inspection on 11 July 2023, we found not all staff members had evidence of adequate immunity for vaccine preventable infectious diseases and references were not always sought. At this inspection we found all staff now had evidence of immunisation status and references had been sought or risk assessments were in place.
- The provider had implemented an induction procedure for clinical staff. We saw that 2 new staff members had completed an induction.

The practice had also made further improvements:

- The practice had implemented an effective system for monitoring and recording the fridge temperature to ensure that medicines and dental care products were being stored in line with the manufacturer's guidance. We saw logs that this was checked daily.
- The practice had implemented an effective system of checks of medical emergency equipment and medicines taking into account the guidelines issued by the Resuscitation Council (UK).