

Dr A.J. Amery And Associates Ltd

The Dentist

Inspection Report

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Overall summary

We undertook a desk-based review of The Dentist on 14 August 2020. This 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.

We had undertaken a comprehensive inspection 26 November 2019 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 in accordance with the relevant regulations 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 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 review we asked:

- Is it safe
- Is it well-led

Background

The Dentist, Buntingford is a well-established practice that offers private treatment to approximately 3500 patients. The dental team consists of a dentist, a dental nurse, two hygienists and a receptionist. There are three treatment rooms. The practice is open on Mondays to Thursdays from 9am to 6pm, and on Fridays from 9am to 1pm. There is portable ramp access for wheelchair users and a public car park close by.

The practice is owned by an individual who is the dentist there. He has legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run.

Our findings were:

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

Key findings

The provider had made sufficient improvements in relation to the regulatory breaches we found at our previous inspection. These must now be embedded in the practice and sustained in the long-term.

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

At our previous inspection on 26 November 2019 we judged the practice was not providing safe care in accordance with the relevant regulations. We told the provider to take action as described in our requirement notice. During this review, we found the provider had made the following improvements to comply with the regulation:

- We viewed training certificates that showed that three members of staff had undertaken recent training in the safeguarding of vulnerable adults and children.
- We viewed a radiography audit that had been completed in February 2020.
- We viewed a photograph which clearly showed that the practice's external clinical waste bin had been securely attached to a fixed post.
- We viewed a photograph which showed that previously exposed pipework had been lagged.
- We viewed updated risk assessments and safety data information sheets for dangerous products used in the practice.
- Electrical appliance testing had been undertaken in February 2020, and fixed wiring testing in October 2019.
- A new oxygen cylinder had been purchased and was in date for safe use until October 2022.

- A checklist for emergency drugs and equipment had been implemented by the practice to ensure they were fit for safe use. Missing emergency equipment such as a child's self-inflating bag and adult face mask had been purchased.
- We viewed a photograph showing that old sharps' bins had been removed from the practice's basement area.
- We viewed an anti-microbial audit undertaken in May 2020. However, this was limited in scope and could be improved to fully assess if staff were prescribing according to national guidelines.
- We viewed photographs showing us that signage had been placed beside drinking water outlets.
- We viewed photographs showing us that appropriate warning signage had been placed on treatment room doors where X-rays were undertaken.
- We viewed a copy of an invoice showing that the practice's gas boiler had been serviced in December 2019.
- Photographs we viewed showed that all staff now wore an appropriate uniform to reduce the risk of cross infection.

These improvements showed the provider had acted to improve the quality of services for patients and comply with the regulation.

Are services well-led?

Our findings

At our previous inspection on 26 November 2019 we judged the practice was not providing well-led care in accordance with the relevant regulations. We told the provider to take action as described in our requirement notice. During this review, we found the provider had made the following improvements to comply with the regulation:

- The dentist told us he had delegated a number of tasks to the dental nurses which had greatly assisted him keep on top of the management of the service. In addition to this, he used an on-line governance tool, which had helped him keep up to date with the latest guidance, auditing and staff training.
- We viewed certificates which demonstrated that staff had undertaken recent training in essential topics such as infection control, The Mental Capacity Act, equality and diversity, and infection control.

- We viewed a small sample of patients' records which showed that findings of intra and extra oral examinations had been recorded; patients' risk of caries, periodontal disease and cancer had been assessed and their medical histories had been updated. Patients now signed a specific consent form for their dental implants.
- A quality assurance programme had been implemented for the practice's cone beam computed tomography (CBCT) X-ray unit, and we viewed monthly tests undertaken between January and July 2020. The dentist had undertaken level one CBCT core training in July 2020.
- The collection of patients' feedback had improved, and we viewed 20 patient feedback forms which had been completed, all of which were complimentary about the service provided.

These improvements showed the provider had acted to improve the quality of services for patients and comply with the regulation.