

A H Trueman Limited

The Dental Surgery - Hawthorn Drive

Inspection Report

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Overall summary

We carried out this inspection to follow up concerns we originally identified during a comprehensive inspection at the practice on 3 October 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

At a comprehensive inspection we always ask the following five questions to get to the heart of patients' experiences of care and treatment:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

When one or more of the five questions is 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.

At the previous comprehensive inspection, we found the registered provider was providing safe, effective, caring and responsive care in accordance with relevant regulations. We judged the practice was not providing well-led care in accordance with 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 Royston Dental Suite on our website www.cqc.org.uk.

During this inspection we spoke with the principal dentist, the practice manager and a dental nurse. We checked the decontamination room and viewed a range of paperwork in relation to the management of the practice.

Our findings were:

- The provider had made adequate improvement to put right most of the shortfalls we found at our previous inspection. The provider must ensure that the newly implemented improvements are embedded and sustained in the long- term in the practice.

There were areas where the provider could make improvements and should:

- Review the practice's protocols for the use of rubber dam for root canal treatment giving due regard to guidelines issued by the British Endodontic Society.
- Review and update all policies and procedures to check they are up to date, and follow national guidance and protocols.

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 well-led?

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

The improvements we noted since our previous inspection indicated that oversight within the practice had improved, and some systems were in place to ensure standards were met. This included implementing a system for recording and learning from incidents, tracking patient referrals, ensuring staff received CPR training and receiving national patient safety alerts.

The provider had not addressed a number of minor issues we had raised in our previous report. However, most of these were dealt with the day after our inspection. The provider should ensure that all other outstanding issues are addressed.

No action



Are services well-led?

Our findings

At our previous inspection on 3 October 2017 we judged the practice was not providing well-led care in accordance with the relevant regulations. We issued a requirement notice as a result.

During this inspection we noted the following improvements:

- A specific log to record any unusual events had been placed in each of the practice's treatment rooms and at the reception desk. The practice's incident reporting policy had been updated to include information about managing different events. We viewed minutes of the staff meeting held on 25 January 2018, reminding staff of the logs and that any unusual incidents would be discussed at future meetings so that learning from them could be shared.
- The principal dentist had signed up to receive safety alerts from the Medicines and Healthcare Products regulatory Authority, and was aware of recent alerts affecting dental practice.
- All staff had received medical emergency training on 19 October 2017. Staff still did not regularly undertake regular emergency medical simulations, although the principal dentist told us this would be done at the practice meeting the week following our inspection.
- Portable suction had been purchased and was now kept with other emergency equipment in the office area. We noted that the practice still did not have a full set of airways, although the missing equipment was ordered on the day of our inspection.
- The practice's business continuity plan had been updated to include details of utility companies and other key contacts.
- An illuminated magnifier had been purchased for the decontamination room to check instruments had been cleaned effectively, as well as a jug to measure the correct amount of detergent.
- The Health and Safety Executive had been informed of the change of ownership in the practice.
- A system of monitoring all referrals made by the practice had been implemented so they could be tracked.
- Information about translation services for patients was now available in reception, and a wide chair with arms had been placed in the waiting area to assist patients with limited mobility. A portable hearing loop was purchased on the day of our inspection to assist patients who wore hearing aids.
- Although none of the staff had received a formal supervision since our previous inspection, we saw evidence that appraisals had been booked in the following weeks of our inspection.
- The practice had improved how it promoted the friends and family test. A box had been put up in reception so that patients could post their feedback forms. Results of the feedback had been put on display for patients' information.

However the provider had not addressed some other recommendations:

- Dentists were still not regularly using rubber dams to protect patients' airways during root canal treatment.
- The practice had not reviewed and updated all its policies and procedures. The recruitment policy remained very basic and did not reflect current legislation.