

Abela and Chotai

# Newnham Dental Practice

## Inspection Report

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### Overall summary

We undertook a focused inspection of Newnham Dental Practice on 7 August 2019. This 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 practice now met legal requirements.

We had undertaken a comprehensive inspection 5 February 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 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 Newnham Dental Practice on our website [www.cqc.org.uk](http://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 inspection we asked:

- Is it well-led

#### **Our findings were:**

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

The provider had made good improvements in relation to the regulatory breach we found at our previous inspection on 5 February 2019. These must now be embedded and sustained in the long-term.

#### **Background**

Newnham Dental Practice is a well-established practice based in Ely that provides private treatment to about 1,000 patients. It has two treatment rooms. The dental team includes one dentist, three hygienists and three dental nurses. An orthodontic and endodontic specialist visit regularly to provide additional treatment to patients.

There is ramp access for people who use wheelchairs and those with pushchairs. There is no on-site parking but car parking spaces, including some for blue badge holders, are available near the practice.

The practice opens on Mondays, Wednesdays and Fridays from 9 am to 5 pm; and Tuesdays and Thursdays from 8 am to 6 pm.

The practice is owned by a partnership and as a condition of registration must have a person registered with the Care Quality Commission as the registered manager. Registered managers have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run. The registered manager at the practice is the principal dentist.

# 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

At our previous inspection on 5 February 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. At the inspection on 7 August 2019 we found the practice had made the following improvements to comply with the regulation(s):

- All staff had undertaken a fire drill. The drills were now recorded and conducted every six months. Minutes of the team meeting in April 2019 showed that fire evacuations procedures had been discussed with all present.
- Patients' radiographs were justified and graded, and we viewed a completed records card audit that demonstrated this. The principal dentist told us she had also amended the computer-generated template, so it automatically prompted clinicians to justify and grade patients' X-rays.
- A rectangular collimator had been purchased to help reduce patients' exposure to radiation.
- We viewed notification to the Health and Safety Executive of the change of ownership of the practice.
- Missing medical emergency equipment such as paediatric pads and face masks, portable suction and a spacer device had been purchased.

- An annual statement had been produced demonstrating how the practice complied with infection control procedures. An infection control audit had been carried out which showed the practice met essential quality standards.
- The hygienist now took dirty instruments directly to the decontamination area, rather than manually scrubbing them in the treatment room.
- Daily tests of the practice's autoclave were undertaken to ensure it was operating effectively.
- Information leaflets were given to patients about antibiotics which were dispensed out of the manufacturer's packaging.
- The practice had purchased an amplified hearing assistant to help patients with hearing impairments.
- We viewed the paperwork in relation to one complaint received by the practice since our last visit. This had been managed in a timely, empathetic and professional way.
- The hygienists had received an appraisal of their performance, evidence of which we viewed.

These improvements showed the provider had taken action to comply with the regulation(s) when we inspected on 7 August 2019