

Mr. Howard Skoyles

Station Road Dental Surgery

Inspection Report

33 Station road
Beccles
Suffolk
NR349HQ
Tel: 01502712250
Website:

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Overall summary

We undertook a focused inspection of this dental surgery on 25 September 2019. 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 practice was now meeting legal requirements.

We undertook a comprehensive inspection of the practice on the 9 April 2019 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We found the registered provider was still 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 Station Road dental surgery 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 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

Background

Station Road Dental Surgery is a well-established practiced based in Beccles that provides both NHS and private dental treatment. There is a branch practice close by by the same provider and between them they provide dental services to approximately 23,000 patients. Some of the staff work across both sites, and the team consists of nine dentists, one hygienist and 20 dental nurses. At this site there are four treatment rooms.

The practice opens on Mondays to Thursday form 8 am to 5.30 pm, and on Fridays from 8 am to 3.30pm.

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

Key findings

The provider had taken satisfactory action to become compliant with the breach for regulation 17 that we had identified in our previous inspection of this practice.

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 our previous inspections on 9 April 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 inspection, we found the provider had made the following improvements to comply with the regulation:

- The practice had implemented a formal protocol to prevent wrong site surgery which we viewed. The protocol had been discussed with all dental clinicians during a staff meeting on 18 September 2019 to ensure they were aware of it.
- The practice had implemented a new recruitment policy. We viewed the personnel file for a planned new member of staff and noted that appropriate pre-employment information had been obtained to ensure they were suitable for their role, including a disclosure and barring check, and two references.
- A fire risk assessment had been completed for the premises and its recommendations to link smoke detectors and emergency lighting to fire systems and undertake fire marshal and extinguisher handling training had been implemented.
- Radiograph audits had been undertaken for all dentists in the practice, seven of which we viewed. There were clear results and actions plans because of the audits. The principal dentist told us he had purchased faster X-ray film and additional developer to improve the quality of the X-rays. Treatment room doors where X-rays were taken now had signage on the door to warn of this.
- New practice risk assessments had been implemented and their recommendations for portable appliance testing and gas boiler servicing had been done. The principal dentist had also implemented a regular walk round all areas of the building to check on health and safety matters.
- The practice's sharps' risk assessment had been updated and now included guidance on all the different types of sharp instruments used in the practice including matrix bands, burs, scalpels and scissors.
- A smaller, more portable, suction unit had been purchased and a demonstration of how to use the practice's oxygen cylinder had been given at the staff meeting of September 2019.
- We checked one treatment room and the decontamination area and noted limescale build up had been removed from all taps and plug holes. A ripped stool had been removed from one surgery and dirty to clean zoning was clear in all rooms we viewed.
- We viewed appropriate risk assessments and safety data sheets in place for the practice's cleaning products.
- A re-audit of antimicrobial prescribing based on 50 dental care records had been undertaken, with the results showing an improvement in prescribing against NICE guidelines.
- Prescription pads were now held securely, and a system was in place to identify any loss of theft of individual prescriptions.
- Six clinicians now received national safety patients alerts and the principal dentist had set up a specific file so that relevant alerts could be downloaded and disseminated if required.
- The practice's patient consent policies had been updated to include information and guidance about Gillick competence, and its relevance when treating younger patients.
- A system to ensure non-NHS referrals were monitored and tracked had been implemented.
- A portable hearing induction loop had been purchased and information about translation services was on display in the reception area.
- The principal dentist had reviewed and updated all the practices policies. He had also purchased a governance compliance tool to assist him in the management of the service.

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