

The Dental Design Studio Walthamstow

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Inspection report

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Overall summary

We undertook a follow up inspection of Dental Design Studio Walthamstow on 13 September 2022. This review 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.

The review was undertaken by a CQC inspector who had access to a specialist dental adviser.

We undertook a comprehensive inspection of Dental Design Studio Walthamstow on 27 May 2022 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 and was in breach of regulations 12 and 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 Dental Design Studio Walthamstow 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 area where improvement was required.

As part of this review we asked:

- Is it safe?
- Is it well led?

Are services safe?

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

Summary of findings

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 27 May 2022.

Are services well-led?

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 breaches we found at our inspection on 27 May 2022.

Background

Dental Design Studio Walthamstow is in the London Borough of Waltham Forest and provides NHS and private dental care and treatment for adults and children.

There is level access to the practice for people who use wheelchairs and those with pushchairs. A small number of car parking spaces, including dedicated parking for disabled people, are available near the practice. The practice is situated close to public transport bus and train services.

The dental team includes four dentists, one qualified dental nurse and two trainee dental nurses, three dental hygienists and two receptionists. The practice has five treatment rooms.

During the inspection we spoke with the registered manager, the practice manager, one dentist, two dental nurses and one receptionist. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Mondays to Sundays between 8am and 6pm

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

We found that this practice was providing safe care and was complying with the relevant regulations.

At the inspection on 13 September 2022 we found the practice had made the following improvements to comply with the regulations:

- The practice infection prevention and control procedures reflected published guidance. There were arrangements to ensure that staff adhered to these procedures, specifically in relation to wearing personal protective equipment and following the procedures in relation to the decontamination of dental instruments.
- Decontamination procedures were carried out in accordance with current national guidance as set out in The Health Technical Memorandum 01-05: Decontamination in primary care dental practices, (HTM 01-05), published by the Department of Health and Social Care.
- Instruments were checked using the illuminated magnified lamp for the presence of debris after manual cleaning.
- Sterilised dental instruments were stored in accordance with relevant guidance.
- All areas of the practice premises including corridors and the office had now been cleared of clutter and the practice health and safety risk assessment was kept under review to identify and mitigate risks to staff and patients.
- Cleaning schedules were available and there were effective procedures for cleaning the practice. .
- There were effective procedures to minimise the risk of Legionella and other bacterial growth in the water systems in line with a risk assessment. The risk assessment was kept under review and all areas for improvement were acted on.

The provider had also made further improvements:

- The practice had implemented a 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.
- The practice's protocols and procedures for the use of X-ray equipment were in compliance with The Ionising Radiations Regulations 2017 and Ionising Radiation (Medical Exposure) Regulations 2017 and took into account the guidance for Dental Practitioners on the Safe Use of X-ray Equipment. A door had been installed to the room where the Orthopantomogram (OPG) X-ray equipment was housed.
- The practice's recruitment policy and procedures ensured accurate, complete and detailed records were maintained for all staff, including temporary agency staff.

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 review on 13 September 2022 we found the practice had made the following improvements to comply with the regulation:

- Audits in respect of infection prevention and control were undertaken every six months in accordance with HTM 01-05 guidance.
- Infection prevention and control audits were carried out in a way which identified areas where improvements were required and there were action plans as part of a process for ensuring these improvements.
- Audits of dental radiographs were carried out in accordance with relevant regulations to assess, monitor and improve quality.
- Risk assessments were monitored, the findings from risk assessments were reviewed and actions taken to address any areas identified for improvements.
- The fire safety and health and safety risk assessments had been reviewed and potential risks had been considered as part of an ongoing system for monitoring and managing risks.

The provider had also made further improvements:

- There were arrangements to audit dental care records to check that all necessary information was recorded. We saw completed audits with action plans and dates scheduled to review where improvements were needed.