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Globe Dental Practice

Inspection report

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Overall summary

We carried out this desk-based review on 23 July 2020 under section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We carried out the review as a result of concerns raised with us that the provider may not be meeting the fundamental standards of care. We planned the review to check whether the provider was meeting the legal requirements in the Health and Social Care Act 2008 and associated regulations. The review was led by a CQC inspector with remote access to a specialist dental adviser.

To get to the heart of patients' experiences of care and treatment we asked the following question:

- Is it safe?

This question forms the framework for the areas we look at during the review.

Our findings were:

Are services safe?

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

Background

Globe Dental Practice is in the centre of Nantwich. The practice provides NHS and private dental care for adults and children.

Car parking is available near the practice.

The dental team includes two principal dentists and a dental nurse. The practice has three treatment rooms.

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 Globe Dental Practice is one of the principal dentists.

As part of this desk-based review we spoke to one of the principal dentists. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday to Thursday 9.00am to 5.00pm

Friday 9.00am to 4.00pm.

Our key findings were:

- The provider had infection control procedures in place which took account of published guidance, including guidance on the Covid-19 pandemic.
- The provider had systems in place to manage risk.
- The practice was operating with one dental nurse. The provider had made arrangements to reduce some of the risk associated with this.

Summary of findings

There were areas where the provider could make improvements. They should:

- Review staffing levels at the practice to ensure people receive safe care and treatment at all times taking into account current guidance relating to the Covid-19 pandemic.

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 safe?

Our findings

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

We reviewed the provider's arrangements to ensure standards of cleanliness and hygiene were maintained in the practice with specific focus on the arrangements in relation to the Covid-19 pandemic.

We found the provider had taken account of current published Covid-19 guidance relating to dental practices and had introduced new systems and procedures. These included measures to reduce risks to patients and staff from the Coronavirus, such as identifying clear routes around the practice, installing screens at the reception desk, using personal protective equipment, and ensuring staff triaged patients appropriately to urgent dental treatment centres, where necessary.

The provider told us that some of the staff had recently ceased employment at the practice. As a result the practice had one dental nurse. The provider assured us only one treatment room was used at any time and the number of patients attending for care and treatment was managed appropriately.

We saw evidence of measures put in place by the provider to reduce the possibility of Legionella or other bacteria developing in the water systems, for example, the management of dental unit water lines.

Staff ensured clinical waste was segregated and stored securely in accordance with guidance.

We saw cleaning schedules for the practice which identified tasks to be completed in addition to the practice's current cleaning regime.

The provider had carried out risk assessments with a view to keeping staff and patients safe.

We saw that staff had been trained in the new systems and processes.

The practice regularly reviewed Coronavirus, (Covid-19), advisory information and updates. Information was provided to staff and displayed for patients. Patients and visitors were requested to carry out hand hygiene on entering the premises.