

Dr. Jonathan Stuart Frost

# Cotman House Dental Surgery

## Inspection report

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### Overall summary

We undertook a follow up inspection of Cotman House Dental Surgery on 27 June 2023. 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 provider was now meeting legal requirements.

We had previously undertaken a comprehensive inspection of the practice on 11 October 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 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 Cotman House Dental Surgery on our website [www.cqc.org.uk](http://www.cqc.org.uk).

When 1 or more of the 5 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 effective improvements in relation to the regulatory breach we found at our previous inspection. In general improvements were noted in audit systems, medicines management and staff recruitment.

These improvements now need to be embedded and sustained in the long run.

# Summary of findings

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

- Implement an effective system for recording, investigating and reviewing incidents or significant events with a view to preventing further occurrences and ensuring that improvements are made as a result.

## Background

Cotman House Dental Practice provides mostly private dental care and treatment for adults and children. The practice is not accessible for wheelchair users.

Car parking spaces are available at nearby public car parks.

The dental team includes a dentist, a nurse, a practice manager and a receptionist.

During the inspection we spoke with the dentist, the nurse and the practice manager. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open on Tuesdays, Thursdays and Fridays from 9.40am to 5.30pm, and on Wednesdays from 10.20am to 6pm.

# 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.

During this inspection we found the following improvements had been made to comply with the regulations:

- Audits of infection prevention and control were now undertaken to ensure procedures met recommended guidelines.
- Cleaning equipment was stored correctly, and safety data sheets were in place for hazardous cleaning products.
- Paperwork we viewed in relation to a recently employed member of staff demonstrated that appropriate pre-employment checks had been undertaken.
- The dental nurse had indemnity in place.
- The X-ray unit had been serviced in October 2022 and radiograph audits were now undertaken in accordance with the latest guidance.
- The dentist used safety needles to reduce the risk of injury.
- Missing medical emergency equipment had been obtained and weekly checks of it were undertaken. We advised how these checks could be further improved.
- A system to monitor stock control of medicines and to identify lost or missing prescriptions had been implemented.
- The fridge's temperature, where Glucagon was stored, was monitored daily to ensure it was operating effectively.
- A recent unusual incident had been recorded in the practice's accident book. However, there was no evidence to show that learning from this event had been shared across to the staff team and measures put in place to prevent its recurrence.
- Audits of dental care records were undertaken to ensure the necessary information was recorded.
- The frequency of radiographs taken was now in line with national guidance.
- A system to monitor patients referrals to other dental health providers had been implemented.
- Staff had received an appraisal of their performance.

Overall, we found the provider had implemented satisfactory measures to address the issues we had identified during our previous inspection.