

Kleibercare Limited

# Glenholme Dental Practice

## Inspection report

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### Overall summary

We undertook a follow up focused inspection of Glenholme Dental Practice on 21 December 2023.

This inspection was carried out to review 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 inspection was led by a CQC inspector who was supported remotely by a specialist dental advisor.

We had previously undertaken a comprehensive inspection of Glenholme Dental Practice on 22 June 2023 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 and 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 Glenholme Dental Practice 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 were required.

#### **As part of this inspection, we asked:**

- Is it well-led?

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

#### **Are services well-led?**

# Summary of findings

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 breach we found at our inspection on 22 June 2023.

## Background

Glenholme Dental Practice is in Basingstoke, Hampshire, and provides private dental care and treatment for adults and children.

There is step free access, via a ramp, to the practice for people who use wheelchairs and those with pushchairs. Car parking spaces, including dedicated parking for disabled people, are available near the practice. The practice has made reasonable adjustments to support patients with access requirements.

The dental team includes 1 orthodontist, 1 oral surgeon, 1 prosthodontist, 1 periodontist, 1 implantologist, 1 endodontist, 3 dental nurses, 1 dental hygienist, 2 dental hygiene therapists, 1 treatment coordinator, 1 patient care coordinator, a business manager and a relationship manager.

The practice has 4 treatment rooms. The practice was not treating patients on the day of our visit.

During the inspection we spoke with the principal dentist and the practice manager.

We looked at practice policies, procedures and other records to assess how the service is managed.

## The practice is open:

- Monday to Friday from 8am to 5pm.

# 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 
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# 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 inspection on 21 December 2023, we found the practice had made the following improvements to comply with the regulations:

### Infection Control

- Cleaning equipment was stored in line with national standards.
- Soft furnishings were present in the waiting area. A cleaning protocol for these was available.
- The operators chair covering, worktop and flooring in surgery 2 was complete.

### Fire Safety

- Rubbish bins at the rear of the practice were secured appropriately.

### Closed Circuit Television (CCTV)

- A privacy impact assessment was available.
- CCTV justification for patients was available.
- The CCTV camera inside the practice was signed appropriately.
- Details of the CCTV data controller was available.

### Privacy and Dignity

- The window in Surgery 1 was fitted with a film covering to protect patients' privacy and dignity.

### Medical Emergencies

- All of the staff had carried out basic life support training in the previous 12 months.

### Audits

- The Orthopantomogram (OPG) audit was completed in full.

### Emergency Medicines and Equipment

- Glucagon, a medicine used to treat very low blood glucose (sugar) levels. was stored appropriately.

### Radiography

- Local rules were signed by all of the clinical staff who took radiographs.
- X-ray machines had rectangular collimators fitted.
- Three yearly quality assurance checks were available for the X-ray machines.

### Legionella

- The practice replaced the hot water heating system, a new legionella risk assessment had been carried out.

### General Data Protection

- The practice had a General Data Protection Regulation (GDPR) compliant accident book available..