

Dr. John Murray

# Linden House Dental Practice

## Inspection Report

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### Overall summary

We carried out an announced inspection of this practice on 4 February 2016. Breaches of legal requirements were found. After the inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to safe care and treatment and clinical governance.

We undertook this follow up inspection to check they had followed their plan and to confirm they had now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Linden House Dental Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

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

##### **Are services Safe?**

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

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

We found that this practice was providing well-led care in accordance with the relevant regulations.

##### **Background**

Linden House dental practice is located near to the centre of Harrogate, North Yorkshire. They provide private dental care and treatment for adults and children receive

treatment under the National Health Service (NHS). Parking is available locally. The practice also offers a dental care plan where patients pay a monthly subscription.

The practice currently has five dentists, two dental hygienists, five dental nurses, one receptionist and the registered provider is also the practice manager.

All four surgeries are located on the first floor of the building. There is also a reception and waiting area, a decontamination room, a dental panoramic radiography room/office and a staff room.

The practice is open:

Monday – Friday 08:40 – 17:30

The practice owner is registered with the Care Quality Commission (CQC) as an individual registered person. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the practice is run.

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

- The practice had implemented COSHH risk assessments for all dental materials used within the practice.

# Summary of findings

- All medicines and equipment used to manage medical emergencies are now in place giving due regard to guidelines issued by the British National Formulary and the Resuscitation Council (UK).
- All practice specific risk assessments have been completed.
- All audits including X-ray, dental care records and infection prevention and control have a documented action plan with guidance on improvements required and timescales for review.

# Summary of findings

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Are services safe?**

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

Since the last inspection on 4 February 2016 the practice had effective systems and processes in place to ensure that all care and treatment was carried out safely. For example, all practice risk assessments had been completed including Control of Substances Hazardous to Health (COSHH) risk assessments in relation to dental materials.

All emergency equipment and medicines were in date and in accordance with the British National Formulary (BNF) and Resuscitation Council UK guidelines.

**No action**



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

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

Since the last inspection on 4 February 2016 the practice had reviewed their audit process. The practice undertook various audits to monitor their performance and help improve the services offered. The audits included infection prevention and control and X-rays. The X-ray audit findings were in line with the guidelines of the National Radiological Protection Board (NRPB).

**No action**



# Linden House Dental Practice

## Detailed findings

### Background to this inspection

We undertook a follow up inspection of Linden House Dental Practice on the 17 August 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our inspection on 4 February 2016 had been made. We inspected the

practice against two of the five questions we ask about services: is the service Safe and is the service Well Led. This is because the service was not meeting some legal requirements.

The inspection was carried out by a CQC inspector.

During the inspection we spoke with the registered provider and supporting evidence was reviewed by the inspector to confirm our findings.

# Are services safe?

## Our findings

### Medical emergencies

The practice had procedures in place for staff to follow in the event of a medical emergency and all staff had received training in basic life support including the use of an Automated External Defibrillator (AED). An AED is a portable electronic device that analyses life threatening irregularities of the heart and delivers an electrical shock to attempt to restore a normal heart rhythm.

The practice kept medicines and equipment for use in a medical emergency. These were in line with the 'Resuscitation Council UK' and British National Formulary guidelines. All staff knew where these items were kept.

We saw the practice kept logs which indicated that the emergency equipment, emergency medical oxygen cylinders, emergency drugs and AED were checked weekly. This helps to ensure the equipment was fit for use and the medication was within the manufacturer's expiry dates.

### Monitoring health & safety and responding to risks

The practice had undertaken a number of detailed risk assessments to cover the health and safety concerns that arise in providing dental services generally and those that were particular to the practice. The practice had a Health and Safety policy which included guidance on fire safety, manual handling and dealing with clinical waste and the practice had an external annual health and safety risk assessment completed to ensure they were following new guidelines.

The practice had implemented a detailed Control of Substances Hazardous to Health (COSHH) folder. COSHH was implemented to protect workers against ill health and injury caused by exposure to hazardous substances - from mild eye irritation through to chronic lung disease. COSHH requires employers to eliminate or reduce exposure to known hazardous substances in a practical way. If any new materials were introduced a new risk assessment was put in place.

# Are services well-led?

## Our findings

### Learning and improvement

Quality assurance processes now fully in place at the practice to encourage continuous improvement. The practice audited areas as part of a system of continuous improvement and learning. This included clinical audits such as dental care records, X-rays and infection prevention and control.

The X-ray audit completed in March 2016, had findings that were in line with the guidelines of the National Radiological Protection Board (NRPB). The action plans from the audit had shown an X-ray sensor was faulty and needed to be replaced. The registered provider told us this would not have been picked up without completed this detailed audit process.

The infection prevention and control audit that was completed in April 2016 had detailed action plans and by doing this and the details risk assessments new check

sheets had been implemented in each surgery to ensure all instruments were bagged and in date, all materials were in date and all personal protective equipment was disposed of in a timely manner and recorded. All heavy duty gloves were now stamped at the start of each week with an out of date for the end of the week to ensure they were disposed of accordingly. The practice had also gained knowledge around safe heavy duty gloves to protect staff more effectively.

The practice has completed a detailed clinical record audit for all clinicians with learning outcomes and action plans specific to that individual. The results enabled the practice to work with the clinical software company to implement a template where key information was now always recorded more easily.

The practice manager had a sticker system on the computer to remind staff of areas where they needed to improve, for example X-ray positioning or recording verbal consent.