

Nottingham Oral Health Centre

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Inspection report

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Overall summary

We undertook a follow up focused inspection of Nottingham Oral Health Centre on 7 November 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 had remote access to a specialist dental advisor.

We had previously undertaken a comprehensive inspection of Nottingham Oral Health Centre on 8 August 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 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 Nottingham Oral Health Centre dental practice on our website 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:

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 8 August 2023.

Background

Nottingham Oral Health Centre is in Nottingham and provides NHS and private dental care and treatment for adults and children.

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

The dental team includes 3 dentists, 3 trainee dental nurses, 1 dental hygiene therapist and 1 receptionist. The practice has 4 treatment rooms, 2 of which are on the ground floor.

During the inspection we spoke with 1 dentist. We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open: Monday to Friday: from 9am to 5:30pm, Saturday: by appointment only.

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.

At the inspection on 7 November 2023, we found the practice had made the following improvements to comply with the regulation:

- All missing emergency medicines and equipment items had been purchased. These included an automatic external defibrillator, clear face masks in all sizes and the correct needles for administering adrenaline. We saw that the system for checking the emergency medicines and equipment had been reviewed and now followed guidelines issued by the Resuscitation Council UK.
- An annual gas safety check had been completed on 14 August 2023 and a certificate to evidence the work had been completed was available in the practice for inspection.
- A fire risk assessment in line with Regulations had been completed on 1 November 2023, and staff had completed additional fire safety training.
- An audit of radiographs had been completed covering the period from July 2023 to October 2023. The results had been analysed and shared with staff. We saw that radiographs taken in the practice were justified, graded and reported on in line with the Ionising Radiation Regulations 2017.
- An accessibility audit (formerly known as a disability access audit) had been completed on 4 September 2023. To further improve access a second ground floor treatment room had come into operation since the last inspection in August 2023.

The practice had also made further improvements:

- Cleaning schedules for environmental cleaning had been introduced. The practice was using a system for colour coding cleaning equipment as identified by the National Patient Safety Agency.
- Antimicrobial prescribing audits had been completed. Guidance from the College of General Dentistry identifies these audits should be completed regularly. We saw the most recent audit covered the 6 month period up to October 2023.