

Dr. Jennifer Chin

Dr Jennifer Chin – Christchurch Street

Inspection report

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Date of inspection visit: 10 June 2022

Date of publication: 29/06/2022

Overall summary

We undertook a follow up focused of Dr Jennifer Chin – Christchurch St on 10 June 2022. 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 undertook a comprehensive inspection of the practice on 14 December 2021 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 Dr Jennifer Chin – Christchurch St on our website www.cqc.org.uk.

When one or more of the five 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 enough improvements in relation to the regulatory breach we found at our previous inspection. In general, improvements were noted in the decontamination process, fire safety management, safer sharps use, medical emergency equipment, patient feedback systems and medicines stock control.

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

Summary of findings

- Implement an effective recruitment procedure to ensure that appropriate checks are completed prior to new staff commencing employment at the practice.
- Ensure that outstanding actions from the infection control audit are implemented.

Background

Dr Jennifer Chin - Christchurch Street is a well-established dental practice that offers private dental care to patients. The dental team consists of a dentist, a dental nurse and a receptionist. Another registered dentist is located at the same premises, and the two dentists share staff, governance procedures and costs.

The premises are accessible to wheelchair users and there is public parking available in a nearby shopping centre.

The practice is open Tuesdays and Thursdays from 9am to 5pm.

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

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 regulation:

- A system had been implemented to ensure heavy duty gloves and long handled brushes were changed weekly. Staff were now testing the water temperature before manually scrubbing dirty instruments.
- Loose dental items in drawers had been placed in containers to protect them for aerosol contamination.
- Staff undertook regular checks of fire safety equipment.
- The dentist now used safer needles.
- Missing medical emergency equipment had been obtained and the kit had been made more easily accessible for staff.
- The fridge's temperature was now monitored daily to ensure it was operating correctly.
- Anti-microbial audits were undertaken by the dentist and practice's name and address were now included on the labels for medicines containers.
- A system had been introduced to receive and action national patient safety alerts.
- A system to track patient referrals had been implemented.

However, there were still some areas that required further improvement:

- Although a disclosure and barring service check had been obtained for one member of staff, it had not been checked properly to ensure it was suitable.
- Some shortfalls identified in the practice's infection control audit in December 2021 had not been implemented.

Overall, we found the provider had implemented adequate measures to address most of the issues we had identified during our previous inspection. These improvements need to be embedded and sustained in the long run.