

Mr Omar Farooq

# Plum Dental and Facial Clinic

## Inspection report

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### Overall summary

We undertook a follow up focused inspection of 25 October 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 practice was now meeting legal requirements.

The inspection was led by a CQC inspector who was supported by a dental adviser.

We undertook a comprehensive inspection of Plum Dental on 23 August 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 safe or well led care and was in breach of regulations 12 and 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 Plum Dental on our website [www.cqc.org.uk](http://www.cqc.org.uk).

As part of this inspection we asked:

- Is it safe?
- Is it well-led?

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

##### **Are services safe?**

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

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

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

# Summary of findings

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 23 August 2022.

## Background

Plum Dental and Facial Clinic is in Keighley and provides NHS and private dental care and treatment for adults and children.

There is level access to the practice for people who use wheelchairs and those with pushchairs. Car parking spaces are available near the practice.

The dental team includes 2 dentists, 3 dental nurses, a receptionist and a practice manager. The practice has 2 treatment rooms.

During the inspection we spoke with the principal dentist (the owner) and the practice manager. We looked at practice policies and procedures and other records about how the service is managed.

Monday 9am to 6:30pm

Tuesday and Wednesday 9am to 5:30pm

Thursday 9am to 5pm

Friday 9am to 12:30pm

# Summary of findings

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

We asked the following question(s).

**Are services safe?**

**No action**



**Are services well-led?**

**No action**



# Are services safe?

## Our findings

We found that this practice was providing safe care and was complying with the relevant regulations.

At the inspection on 25 October 2022 we found the practice had made the following improvements to comply with the regulations:

- Improvements made involved the testing of the decontamination equipment. The ultrasonic bath and autoclave were now checked to ensure they were working effectively.
- The provider recruited staff in line with the organisation's recruitment procedure. All recruitment checks were now in place.
- In relation to emergency medicines, regular checks were now in place. Medical emergency equipment was checked weekly with daily checks on the defibrillator and medical oxygen.
- Sepsis awareness training was now completed by all staff.
- Improvements had been made to show the how the practice centrally monitored patient referrals to other dental or health care professionals to ensure they were received in a timely manner and not lost.
- An active log of NHS prescriptions was maintained to ensure the security of individual prescriptions.
- Antimicrobial audits were now in place in line with current guidance.
- Improvements had been made to the dispensing of antibiotics. The medicines were safely stored, and the stock controlled. The dispensing of medicines now met with current guidance.
- Out of date medicine was now disposed of safely.
- A new fire risk assessment had been completed in August 2022 by an external assessor and the provider had implemented several improvements to help ensure fire safety throughout the building.

# Are services well-led?

## Our findings

We found that this practice was providing safe care and was complying with the relevant regulations.

At the inspection on 25 October 2022 we found the practice had made the following improvements to comply with the regulations:

Processes for managing risks, issues and performance had improved. For example:

- The completion of staff recruitment checks on all staff was in place.
- Improved systems to monitor emergency equipment and the dispensing and disposal of medicines.
- Comprehensive fire safety assessments and monitoring systems to ensure safety for patients and staff.
- Through adherence to manufacturers guidance when checking the safety of equipment, namely the ultrasonic bath and autoclaves.
- The regular audit of dental care records using a recognised audit tool, to ensure all records meet the essential General Dental Council standards.