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Rivenhall Dental Practice

Inspection report

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Overall summary

We carried out this announced focused inspection on 1 February 2022 under section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We planned the inspection to check whether the registered provider was meeting the legal requirements in the Health and Social Care Act 2008 and associated regulations. The inspection was led by a Care Quality Commission, (CQC), inspector who was supported by a specialist dental adviser.

To get to the heart of patients' experiences of care and treatment, we asked the following questions:

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

These questions form the framework for the areas we look at during the inspection.

Our findings were:

- The practice appeared to be visibly clean and well-maintained.
- The provider had infection control procedures which reflected published guidance.
- Staff knew how to deal with emergencies. Appropriate medicines and life-saving equipment were available, apart from two items which were not available in the recommended quantities. These were ordered immediately.
- The provider had systems to help them manage risk to patients and staff. They should review their risk management systems in relation to fire and sharps' injury prevention.
- The provider had safeguarding processes and staff knew their responsibilities for safeguarding vulnerable adults and children.
- The provider had staff recruitment procedures which reflected current legislation.
- The clinical staff provided patients' care and treatment in line with current guidelines.
- Staff treated patients with dignity and respect and took care to protect their privacy and personal information.
- Staff provided preventive care and supported patients to ensure better oral health.

Summary of findings

- The appointment system took account of patients' needs.
- The provider had effective leadership and a culture of continuous improvement.
- Staff felt involved and supported and worked as a team.
- The provider asked staff and patients for feedback about the services they provided.
- The provider had information governance arrangements.

Background

Rivenhall Dental Practice is in Cramlington 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 11 dentists, a dental hygienist, 16 dental nurses who also undertake reception duties, a dedicated receptionist, a decontamination assistant and two practice administrators. The practice has eight treatment rooms.

During the inspection we spoke with five dentists, four dental nurses, the decontamination assistant and the practice administrators. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday to Friday 8.30am to 5pm.

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

- Take action to ensure an adequate fire safety risk assessment is completed for the practice and ensure ongoing fire safety management is effective.
- Improve the practice's processes for the control and storage of substances hazardous to health identified by the Control of Substances Hazardous to Health Regulations 2002, in particular ensure hand sanitiser products are stored securely.

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 effective?	No action	✓
Are services well-led?	No action	✓

Are services safe?

Our findings

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

Safety systems and processes, including staff recruitment, equipment and premises and radiography (X-rays)

- The provider had safeguarding processes and staff knew their responsibilities for safeguarding vulnerable adults and children.
- The provider had infection control procedures which reflected published guidance. The provider had introduced additional procedures in relation to COVID-19 in accordance with published guidance.
- The provider had procedures to reduce the possibility of Legionella or other bacteria developing in water systems, in line with a risk assessment.
- The provider had policies and procedures in place to ensure clinical waste was segregated and stored appropriately in line with guidance.
- The provider had a recruitment policy and procedure to help them employ suitable staff and had checks in place for agency and locum staff. These reflected the relevant legislation.
- Clinical staff were qualified and registered with the General Dental Council and had professional indemnity cover.
- Staff ensured facilities and equipment were safe, and that equipment was maintained according to manufacturers' instructions, including electrical and gas appliances.
- A fire risk assessment was carried out in line with the legal requirements; this did not account for all combustible items within the practice. Fire safety measures were not in line with national recommendations; checks of the fire alarm were not completed at the recommended interval, and servicing of the fire alarms and emergency lighting had not been completed. Following the inspection, we received evidence to confirm any fire safety issues identified were being addressed.
- The practice had arrangements to ensure the X-ray equipment was safe and we saw the required radiation protection information was available.

Risks to patients

- The provider had implemented systems to assess, monitor and manage risks to patient safety, including sepsis awareness. Sharp items, such as needles and probes, were risk assessed and the provider made 'safer injection devices' available to all dentists. One dentist was using traditional syringe and needles without protective devices; this was not in line with the provider's risk assessment. Protective devices were ordered the following day.
- Emergency equipment and medicines were available and checked as described in recognised guidance apart from sufficient quantities of the medicines needed to manage seizures and anaphylactic reactions. We received evidence from the provider to confirm they had ordered the relevant items immediately.
- Staff knew how to respond to a medical emergency and had completed training in emergency resuscitation and basic life support every year.
- The provider had risk assessments to minimise the risk that can be caused from substances hazardous to health. We found surplus hand sanitiser stock was not stored securely and recommended the provider review their storage. They assured us they would relocate the sanitiser bottles and store these securely.

Information to deliver safe care and treatment

- Dental care records we saw were complete, legible, were kept securely and complied with General Data Protection Regulation requirements.
- The provider had systems for referring patients with suspected oral cancer under the national two-week wait arrangements. A referral system was in place for urgent referrals, however not for routine referrals. We discussed the benefit of this with the provider who took action to immediately implement this.

Are services safe?

Safe and appropriate use of medicines

- The provider had systems for appropriate and safe handling of medicines. We observed the medicine used for a diabetic emergency was stored in the fridge however there was no system to ensure the temperature was within the recommended range. The practice staff purchased a thermometer, and implemented a temperature monitoring system, on the inspection day.
- Antimicrobial prescribing audits were carried out annually.

Track record on safety, and lessons learned and improvements

- The provider had implemented systems for reviewing and investigating when things went wrong.
- The provider had a system for receiving and acting on safety alerts.

Are services effective?

(for example, treatment is effective)

Our findings

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

Effective needs assessment, care and treatment

- The practice had systems to keep dental professionals up to date with current evidence-based practice.

Helping patients to live healthier lives

- The practice provided preventive care and supported patients to ensure better oral health

Consent to care and treatment

- Staff obtained consent to care and treatment in line with legislation and guidance.
- Staff understood their responsibilities under the Mental Capacity Act 2005.
- Staff described how they involved patients' relatives or carers when appropriate and made sure they had enough time to explain treatment options clearly.

Monitoring care and treatment

- The practice kept detailed dental care records in line with recognised guidance.
- Staff conveyed a good understanding of supporting more vulnerable members of society such as patients with dementia, and adults and children with a learning difficulty.
- We saw evidence the dentists justified, graded and reported on the radiographs they took. The provider carried out radiography audits every year following current guidance and legislation.

Effective staffing

- Staff had the skills, knowledge and experience to carry out their roles.
- Staff had a structured induction and clinical staff completed continuing professional development required for their registration with the General Dental Council.

Co-ordinating care and treatment

- Staff worked together and with other health and social care professionals to deliver effective care and treatment.
- The dentists confirmed they referred patients to a range of specialists in primary and secondary care for treatment the practice did not provide

Are services well-led?

Our findings

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

Leadership capacity and capability

- The practice demonstrated a transparent and open culture in relation to people's safety.
- There was strong leadership and emphasis on continually striving to improve.
- Systems and processes were embedded, and staff worked together in such a way that any omissions the inspection highlighted were addressed by the provider and practice administrators immediately.
- The information and evidence presented during the inspection process was clear and well documented. The practice's organised approach allowed for an efficient assessment on the day of the inspection.

Culture

- The practice had a culture of high-quality sustainable care.
- Staff stated they felt respected, supported and valued. They were proud to work in the practice.
- Staff discussed their training needs at annual appraisals and during clinical supervision. They also discussed learning needs, general wellbeing and aims for future professional development.

Governance and management

- Staff had clear responsibilities roles and systems of accountability to support good governance and management.
- The provider had a system of clinical governance in place which included policies, protocols and procedures that were accessible to all members of staff and were reviewed on a regular basis.

Appropriate and accurate information

- Staff acted on appropriate and accurate information.
- The provider had information governance arrangements and staff were aware of the importance of these in protecting patients' personal information.

Engagement with patients, the public, staff and external partners

- Staff involved patients, the public, staff and external partners to support the service.
- The provider gathered feedback from staff through meetings, surveys, and informal discussions. Staff were encouraged to offer suggestions for improvements to the service and said these were listened to and acted on.

Continuous improvement and innovation

- The provider had systems and processes for learning, continuous improvement and innovation.
- The provider had quality assurance processes to encourage learning and continuous improvement. These included audits of dental care records, disability access, radiographs and infection prevention and control.
- Staff kept records of the results of these audits and the resulting action plans and improvements.