

## Berkhamsted Dental Practice

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### Inspection report

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### Overall summary

We undertook a follow up focused inspection of Berkhamsted Dental Practice on 17 August 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 had was supported by a specialist dental adviser.

We undertook a focused inspection of Berkhamsted Dental Practice on 23 February 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 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 Berkhamsted Dental Practice on our website [www.cqc.org.uk](http://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 (requirement notice only). We then inspect again after a reasonable interval, focusing on the area here improvement was required.

As part of this inspection we asked:

- Is it well-led?

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

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

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 23 February 2022.

# Summary of findings

## Background

The provider has one practice and this report is about Berkhamsted Dental Practice.

Berkhamsted Dental Practice is in Berkhamsted, Hertfordshire and provides NHS and private dental care and treatment for adults and children.

The dental practice is on the first floor and is accessed by a set of stairs, so it is not accessible to wheelchair users. The provider signposts patients with such needs to other practices nearby. There is car parking available nearby in a multi-story car park.

The dental team includes three specialist dentists, three dental nurses, including one trainee dental nurse, three dental hygienists, and two receptionists. Another dentist who is currently completing foundation training, attends the practice on Saturdays to provide hygienist treatment, and there are two additional visiting specialists. The practice has three treatment rooms.

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

The practice is open:

Mondays, Tuesdays and Thursdays from 8am to 6pm

Wednesdays from 8.30am to 6pm

Fridays from 8am to 3pm

And occasional Saturdays from 9am to 1pm.

# 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 17 August 2022 we found the practice had made the following improvements to comply with the regulation(s):

- Dental records were now stored securely in locked cabinets.
- The practice had recently introduced an electronic patient records system and clinicians kept detailed dental care records in line with recognised guidance.
- Emergency medicines and equipment and were available and checked in accordance with national guidance.
- The temperature of the fridge where the medicine used to manage low blood sugar was stored, was checked daily to ensure it was effective.
- The practice had made improvements to the storage of sterilised dental instruments so that it was now following HTM01/05 guidance.
- The practice had made improvements to the systems for appropriate and safe handling and dispensing of medicines. This included the introduction of prescription pad logs to improve their security and the labelling of dispensed medicines. There was scope to make further improvement by introducing a stock log of all prescription medicines held at the practice.

The provider had also made further improvements:

- A lone worker risk assessment had been completed for the hygienists who worked without dental nurse chairside support. The practice was looking to make changes so that the hygienists would have chairside support in the future.
- Audits for record keeping and antimicrobial prescribing had been completed for clinicians.