

Dr Kushbah Begum

Battle Hill Dental Practice

Inspection report

11 Battle Hill
Hexham
NE46 1BA
Tel: 01434602678

Date of inspection visit: 17/01/2024
Date of publication: 26/01/2024

Overall summary

We undertook a follow up focused inspection of Battle Hill Dental Practice on 17 January 2024. 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 was supported by a specialist dental advisor.

We had previously undertaken a comprehensive inspection of Battle Hill Dental Practice on 4 November 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.

We carried out a follow up focused inspection on 5 July 2023 and found a number of improvements had been made, however the provider was not providing well led care and was found to still be in breach of regulation 17.

You can read our report of that inspection by selecting the 'all reports' link for Battle Hill Dental Practice 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 area where 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.

Summary of findings

The provider had made improvements in relation to the regulatory breach we found at our inspection on 5 July 2023.

Background

Battle Hill Dental Practice is in Hexham in Northumberland 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. The practice is located near local transport routes. Car parking spaces, including dedicated parking for disabled people, are available near the practice. The practice has made some adjustments to support patients with additional needs.

The dental team includes 2 dentists, 3 dental nurses (2 of whom are trainees), 1 dental hygienist, a practice manager/dental nurse and 1 dental technician. The practice has 2 treatment rooms.

During the inspection we spoke with 1 dentist, 1 trainee dental nurse and the practice manager/dental nurse. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday and Thursday from 9am to 5.30pm

Tuesday and Wednesday from 9am to 5pm

Friday from 8am to 1pm

The practice closes for lunch between 1pm and 2pm daily

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

- Improve the practice's complaint handling procedures and establish an accessible system for identifying, receiving, recording, handling and responding to complaints by service users.

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 January 2024 we found the practice had made the following improvements to comply with the regulation:

- Systems had been introduced to ensure that infection prevention control procedures were monitored and carried out in accordance with HTM01-05. We saw improvements had also been made to the decontamination room and more robust oversight and support was in place for staff.
- Medical emergency medicines and equipment were available in accordance with guidance and protocols were in place to appropriately dispose of those beyond their expiry date.
- The legionella monitoring protocols had been improved. A new legionella risk assessment had been carried out in September 2023. Monthly water temperature monitoring protocols were in place and the temperatures were within the recommended ranges.
- Systems were in place for managing complaints; however, further improvements were still needed to ensure the policies were up to date. We also discussed with the practice manager, the benefits of introducing a monitoring protocol to ensure complaints were managed within appropriate timescales.
- Staff should further review their understanding of information governance and the Accessible Information Standards.

The practice had also made further improvements:

- The provider had made significant changes to the overall appearance of the practice, having re-decorated throughout and we noted the levels of cleanliness had also improved.
- Systems had been improved to ensure that all clinical staff had received appropriate vaccinations, including the vaccination to protect them against the Hepatitis B virus. Reminders had been created to ensure that the effectiveness of the vaccination will be checked after the relevant interval.
- The practice ensured interpreter services for patients who do not speak English as their first language and for those who require British Sign Language were available upon request.
- Improvements had been made to ensure the practice stored dental care records securely.