

Miss Lubna Husain

# Hillcroft Dental Practice

## Inspection report

75 Church Road  
Woolton  
Liverpool  
L25 6DA  
Tel: 01514283173

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### Overall summary

We carried out this announced focused inspection on 8 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 always ask 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.
- The provider had systems to help them manage risk to patients and staff.
- 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.
- The appointment system took account of patients' needs.

# Summary of findings

- 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 dealt with complaints positively and efficiently.
- The provider had information governance arrangements.

## Background

Hillcroft Dental Practice is in South Liverpool and provides 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 the principal dentist, four dental nurses, all of whom are trainees, a dental hygienist and a practice manager. The practice has two treatment rooms.

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

The practice is open on Monday and Thursday each week from 9am to 5.30pm.

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

- Improve the practice's infection control procedures and protocols taking into account the guidelines issued by the Department of Health in the Health Technical Memorandum 01-05: Decontamination in primary care dental practices, and having regard to The Health and Social Care Act 2008: 'Code of Practice about the prevention and control of infections and related guidance' In particular, to work to ensure a dedicated decontamination area is established, as referred to in guidance.

# 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 in place, supported by protocols for staff to follow. The provider had introduced additional procedures in relation to COVID-19 in accordance with published guidance.
- The decontamination of instruments was carried out in accordance with The Health Technical Memorandum 01-05: Decontamination in primary care dental practices, (HTM 01-05) guidance. However, there was no dedicated room for decontamination processes; at present this is carried out in a treatment room, after patients have left the practice.
- 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.
- We saw the practice was visibly clean and there was an effective cleaning schedule to ensure the practice was kept clean.
- 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 and the management of fire safety was effective.
- The practice had arrangements to ensure the safety of the X-ray equipment 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: sharps safety and sepsis awareness. All sharps were dismantled by the dentist; we drew the attention of the provider to the recommended use of needle guards, for use on older style barrel syringes.
- Emergency equipment and medicines were available and checked as described in recognised guidance. The provider did not have the full range of sizes of airways and clear face masks, due to the fact that they do not treat children at this practice. We referred the provider to the guidance of the Resuscitation Council UK, which recommends a stock of all sizes, using the example of a parent who attends the practice but brings a child they are minding, with them. The provider responded to this immediately and confirmed they had ordered all sizes of airways and clear face masks, at the end of the inspection day, for delivery the following day.
- Staff knew how to respond to a medical emergency and most had completed update training in emergency resuscitation and basic life support. Training for the practice manager, who had just returned from a period of extended leave and the newly recruited trainees, had been planned and scheduled for March 2022.
- The provider had risk assessments to minimise the risk that can be caused from substances that are hazardous to health.

### **Information to deliver safe care and treatment**

# Are services safe?

- 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.

## **Safe and appropriate use of medicines**

- The provider had systems for appropriate and safe handling of medicines, for example, those stocked for use in an emergency. The practice did not dispense medicines. 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
- Staff were aware of and involved with national oral health campaigns and local schemes which supported patients to live healthier lives, for example, local stop smoking services. They directed patients to these schemes when appropriate.

### **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 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 demonstrated to the inspection team, that the practice is well-led, and staff understand what is required of them. The inspection highlighted some minor omissions which were addressed on the day of inspection.
- The information and evidence presented during the inspection process was clear and well documented.
- We saw the provider had effective processes to develop leadership capacity and skills.

### **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 at staff meetings. 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 and staff in developing the practice and service it offered.
- The provider gathered feedback from staff through meetings 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.