

C Watson Limited

C Watson – Camberwell Road

Inspection report

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Overall summary

We undertook a follow up focused inspection of C Watson – Camberwell Road on 12 September 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 access to a specialist dental adviser.

We undertook a comprehensive inspection of C Watson – Camberwell Road on 26 April 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 and well led care and was in breach of regulation 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 C Watson – Camberwell Road dental practice on our website www.cqc.org.uk.

When one or more of the five questions are not met, we inspect again after a reasonable interval, focusing on the areas where improvement was required.

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.

Summary of findings

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 12 September 2022.

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/es we found at our inspection on 12 September 2022.

Background

C Watson – Camberwell Road is in Camberwell in the London borough of Southwark and provides NHS dental care and treatment for adults and children.

There is level access to the practice for people with pushchairs, however the dental surgery is not accessible for those in wheelchairs. The provider has details of other local services they can access. Car parking spaces are available near the practice for a fee. Local transport services including bus and rail services are close by.

The dental team includes a principal dentist, a practice manager, a receptionist, a trainee dental nurse. At the time of the inspection the practice was also using locum dental nurses regularly. The practice has 1 treatment room.

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

The practice is open:

8.30am and 5pm Monday to Friday

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 12 September 2022 we found the practice had made the following improvements to comply with the regulation:

- The dentist worked with nurses who were registered with the General Dental Council or were on an approved dental nursing course.
- The provider had arrangements in place for carrying out pre-employment checks and confirmation of qualifications and training for the locum nurses working in the practice. Information was maintained in a secure and orderly manner.
- Emergency equipment and medicines were available and were checked in accordance with national guidance.
- There were risk assessments in place for fire, legionella, general health and safety and sharps in the dental setting.
- Fire safety procedures were in place. This included a fire risk assessment and daily, weekly and monthly checks to fire equipment. The practice had been decluttered and previous fire risks removed, fire signs were displayed, and fire exits were clearly marked. A new fire alarm system had been installed by an approved fire company and a fire evacuation plan was in place.
- A health and safety risk assessment had been carried out in June 2022. The risk assessment had not identified any concerns or issues. Systems were in place to complete the risk assessment on an annual basis.
- The practice had procedures in place for safeguarding. This included the relevant contact details for the local authority and staff completing training to the appropriate levels.
- The practice had systems and processes in place for infection control. This included a system in place to ensure infection control audits were undertaken every 6 months; treatment rooms had been decluttered; cleaning schedules were in place for domestic cleaning and cleaning equipment was in line with guidance.
- Arrangements were in place for electrical testing. A 5-year fixed wire electrical installation certificate had been completed and was satisfactory. Portable appliances had been tested and were deemed safe at time of testing.
- The provider had appointed a radiation protection advisor and there was a contract in place for the maintenance and safe use of X-ray equipment.
- There was information displayed in the practice relating to sepsis awareness. Staff had not completed training, but the principal dentist told us they planned to complete it in coming months.
- The practice had implemented risk assessments to minimise the risk that could be caused from substances that are hazardous to health. The control of substances hazardous to health (COSHH) was up to date and corresponding data sheets available.
- There were systems in place for the safe handling of medicines and dental materials. Logs were set up to monitor expiry and arrangements to dispose of expired materials safely were in place.
- An electronic system had been set up to track all referrals, including 2-week suspected cancer referrals.
- There was a system in place for logging and tracking prescriptions.

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 12 September 2022 we found the practice had made the following improvements to comply with the regulation:

- There was a system in place for carrying out staff appraisals. We reviewed staff records and saw copies of completed appraisals.
- The provider had a set of policies and procedures in place to govern the practice. The policies and procedures were accessible to staff both electronically and in paper format. All staff had signed to confirm they had reviewed them.
- The provider had implemented systems for quality assurance to encourage continuous improvements. This included completing disability access, infection control and radiograph audits. Plans were in place for infection control and radiograph audits to be completed every 6 months in line with current national guidance.
- We saw evidence that staff had completed and were up to date with continuing professional development requirements. This included training in safeguarding to the appropriate level, infection control, basic life support (medical emergencies) and fire safety. Systems for monitoring training were now held both electronically as well as paper copies.

The provider had also made further improvements:

- The provider had also completed audits of dental care records, antimicrobial prescribing and waste management. These audits were also included in the planned cycle of audits.