

Park House Dental Practice

Ashid Hussain and Asif Saleem

Inspection report

6-8 Market Place
Ramsbottom
Bury
BL0 9HT
Tel: 01706488096

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Overall summary

We undertook a follow up focused inspection of Ashid Hussain and Asif Saleem on 30 April 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 second CQC inspector.

We had previously undertaken a comprehensive inspection of Ashid Hussain and Asif Saleem on 8 August 2023 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 Ashid Hussain and Asif Saleem 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 areas where improvement was required.

As part of this inspection we asked:

- Is it well-led?

Our findings were:

Are services well-led?

Summary of findings

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 8 August 2023.

Background

Ashid Hussain and Asif Saleem (known locally as Market Place Dental Practice) is in Ramsbottom and provides NHS and private dental care and treatment for adults and children. The practice also has an NHS contract to provide minor oral surgery services.

There is step free access to the practice for people who use wheelchairs and those with pushchairs. Car parking spaces, including dedicated parking for disabled people, are available near the practice. The practice has made reasonable adjustments to support patients with access requirements. There are 2 treatment rooms and a disabled toilet on the ground floor.

The dental team includes 8 dentists including 3 oral surgeons and a foundation dentist, 6 dental nurses including 2 trainees, 1 dental hygienist, 1 practice manager and 3 receptionists. The practice has 7 treatment rooms.

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

The practice is open:

Monday to Thursday 9am to 5.30pm

Friday 9am to 5pm

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

- Take action to ensure staff have the awareness to recognise, manage, follow up and where required, refer service users who may have sepsis for specialist care.

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

- The practice had arrangements to ensure the safety of the X-ray equipment. Action had been taken to ensure the required radiation protection information was available, including evidence of appropriate critical examination and risk assessment for the orthopantomogram. An Orthopantomogram (OPG) is a rotational panoramic dental radiograph that allows the clinician to view the upper and lower jaws, and teeth and gives a 2-dimensional representation of these. The practice had followed advice from their radiation protection advisor to house the OPG in a lead-lined room. Local Rules and the Radiation Protection File were in the process of being updated once this work is completed.
- Audits of patient care records, radiographs and antimicrobial prescribing now had conclusions and action plans. The radiography audits were effective at highlighting when degraded X-ray plates required replacing. We saw evidence of audit results being shared and discussed with clinicians. We signposted them to an approved audit tool to support them to make further improvements to the antimicrobial audits.
- A fire safety risk assessment was carried out in line with the legal requirements and the recommendations actioned promptly. The management of fire safety was effective.
- All medical emergency equipment appropriate to the training completed by staff was available and checked in accordance with national guidance.
- Clinical staff now had appropriate professional indemnity cover in place.
- NHS prescription pads were stored securely, and logs of prescriptions had been implemented to ensure the ongoing security of these. The new logging system was in the process of being embedded, as we saw where staff had not always followed the new process. The manager confirmed this would be discussed with staff.
- The provider ensured information was in place to enable staff to access advice and follow up treatment in the event of a sharps injury. A system was in place to ensure any future incidents were reported and investigated to prevent reoccurrence.
- The systems to ensure clinical staff completed continuing professional development required for their registration with the General Dental Council had been improved. The manager had oversight of training and we saw evidence of training certificates in staff files.
- Staff had received sepsis awareness training, but we found they had limited knowledge of the signs and symptoms, and no sepsis information was available to refer to. We highlighted sepsis should be discussed and resources provided to ensure staff recognise suspected systemic infection.
- The practice had improved the processes for the control of substances hazardous to health. Risk assessments could be quickly located in the event of an incident, and products were used in line with manufacturer's instructions.