

# Firs Dental Surgery Partnership

# Firs Dental Surgery

## Inspection Report

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### Overall summary

We undertook a focused inspection of Firs Dental Surgery on 14 February 2019. 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 was supported by a specialist dental adviser.

We undertook a comprehensive inspection of Firs Dental Surgery on 16 October 2018 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 Firs dental practice on our website [www.cqc.org.uk](http://www.cqc.org.uk).

As part of this inspection we asked:

- Is it well-led?

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(s) where improvement was required.

#### **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.

#### **Background**

Firs dental surgery is in Caterham and provides NHS and private treatment for adults and children.

There is level access for people who use wheelchairs and those with pushchairs. Car parking spaces, including, blue badge holders, are available near the practice.

The dental team includes three dentists, two dental nurses, one trainee dental nurse one dental hygienist and one receptionist. The practice has three treatment rooms.

The practice is owned by a partnership and as a condition of registration must have a person registered with the Care Quality Commission as the registered manager. Registered managers have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run. The registered manager at Firs dental practice is the principal dentist. A registered manager is legally responsible for the delivery of services for which the practice is registered.

# Summary of findings

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

The practice is open: from Monday to Friday 08.30-17.00

# Summary of findings

## The five questions we ask about services and what we found

We asked the following question(s).

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

We found that this practice was providing well-led care and was complying with the relevant regulations. The provider had made improvements to the management of the service. This included providing additional staff time available for management and administration, establishing clear roles and responsibilities for all the practice team. The improvements provided a sound footing for the ongoing development of effective governance arrangements at the practice.

**No action** 



## Are services well-led?

### Our findings

At our previous inspection on 16 October 2018 we judged the provider was not providing well led care and was not complying with the relevant regulations. We told the provider to take action as described in our requirement notice. At the inspection on 14 February 2019 we found the practice had made the following improvements to comply with the regulation(s):

- The two-dental surgery's that were in poor repair made it impossible to ensure environment cleaning could be undertaken in an effective way. These surgeries have been fully refurbished.
- A risk assessment for sharps has now been undertaken.
- All staff records reviewed now have affective vaccination records or a risk assessment in place.
- There is now a risk assessment in place should a dentist or dental hygienist carry out dental care without chair side support.

The practice had also made further improvements:

- A review has been undertaken and the suitability of the premises to ensure all areas are fit for the purpose for which they are being used.
- A review the practice's protocols for recording in the patients' dental care records or elsewhere the reason for

taking X-rays, a report on the findings and the quality of the image in compliance with Ionising Radiation (Medical Exposure) Regulations 2017 and taking into account the guidance for Dental Practitioners on the Safe Use of X-ray Equipment has now been undertaken and improvements have been made.

- A review of the practice's protocols for ensuring that all clinical staff have adequate immunity for vaccine preventable infectious diseases has been undertaken and action taken.
- A review of the practice's risk management systems for monitoring and mitigating the various risks arising from the undertaking of the regulated activities has been undertaken and an action plan developed.
- A review of the practice's protocols to ensure audits of radiography and infection prevention and control are undertaken at regular intervals to improve the quality of the service. The practice now ensures that, where appropriate, audits have documented learning points and the resulting improvements can be demonstrated.

These improvements showed the provider had taken action to improve the quality of services for patients and comply with the regulation(s): when we inspected on 14 February 2019.