

Dr. Adam Deitsch

The Rickmansworth Dental Centre

Inspection report

133b High Street
Rickmansworth
WD3 1AN
Tel: 01923777450
www.thedentalcentre.org

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Overall summary

We undertook a follow up focused inspection of The Rickmansworth Dental Centre on 26 October 2023. 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 The Rickmansworth Dental Centre 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 safe and well-led care and was in breach of regulations 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 The Rickmansworth Dental Centre 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(s) where improvement was required.

As part of this inspection we asked:

- Is it safe?
- Is it well-led?

Our findings were:

Are services safe?

Summary of findings

We found this practice was providing safe care in accordance with the relevant regulations.

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 8 August 2023.

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 breaches we found at our inspection on 8 August 2023.

Background

Rickmansworth Dental Centre is in Rickmansworth, Hertfordshire and provides NHS and private dental care and treatment for adults and children.

There is a step into the practice reception area with a flight of stairs leading to the treatment rooms. A stairlift is available for people who have mobility difficulties. 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.

The dental team includes a dentist, a trainee dental nurse, 2 dental hygienists and a receptionist. The practice has 2 treatment rooms.

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

The practice is open:

Monday, Tuesday, Wednesday, Thursday from 8.30am to 5.30pm

Friday from 8am to 1pm

Saturday (1 per month) from 9am to 1pm.

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

- Take action to ensure that all the staff have received training, to an appropriate level, in the safeguarding of children and vulnerable adults.
- Take action to ensure audits of record keeping, and antimicrobial prescribing are undertaken at regular intervals to improve the quality of the service.

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 26 October 2023 we found the practice had made the following improvements to comply with the regulations:

- We saw that the practice had updated their policy and improved their infection control procedures in relation to the storage of sterilised dental instruments in line with 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'.
- We saw that an assessment to identify the risks associated with fire had been undertaken by a competent person on 11 September 2023. The provider had implemented weekly fire alarm testing, fire evacuation drills and installed additional lighting in the practice. In addition, the principal dentist had undertaken fire awareness and fire marshal training.
- We saw that a 5-yearly electrical fixed wiring test had been completed on 31 August 2023. We were provided with evidence that the provider had obtained a quotation for the remedial work required following this test and that arrangements were in place for the work to be completed.

The practice had also made further improvements:

- Improvements had been made to the practice's systems for environmental cleaning taking into account current national specifications for cleanliness in the NHS. In particular, the practice had obtained additional cleaning equipment and implemented colour coded signage to ensure the appropriate equipment was used in different areas. Further improvement could be made to implement a cleaning log.

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 26 October 2023 we found the practice had made the following improvements to comply with the regulations:

- We were provided with evidence that an assessment to identify the risks associated with Legionella had been undertaken by a competent person on 30 August 2023. The practice was undertaking water temperature and water quality checks and we saw that these met the required standards. We saw that the provider had contacted a plumber and made arrangements for the recommended actions following the assessment to be undertaken.
- We saw that a risk assessment for lone working had been completed for all staff including the hygienists who worked without chairside support and the cleaner.
- We saw evidence that the provider had undertaken risk assessments for hazardous materials used within the practice as per Control of Substances Hazardous to Health Regulations 2002 (COSHH). Safety data sheets were also available in the practice.
- We saw that the provider had arranged for Glucagon (a medicine used to manage low blood sugar) to be stored at room temperature with a reduced expiry life in accordance with manufacturer's instructions.
- We saw evidence that the clinicians received appropriate training to undertake their role for example in safeguarding children and vulnerable adults, infection prevention and control and decontamination processes, and fire safety awareness. Another clinical member of staff had received training in children and vulnerable adults and infection prevention and control as part of a dental nurse training scheme. Training in fire safety, sepsis awareness and safeguarding children and vulnerable adults was also provided during team meetings.
- We saw that an infection prevention and control audit had been completed on 15 October 2023 which showed the practice was meeting the required standard. A further audit was planned for 6 months' time in line with guidance.
- We saw that a radiography audit was completed on 14 September 2023 in addition to the previous audit completed in February 2023 and that the practice now had a process in place to ensure audits were completed on a 6 monthly basis following current guidance.
- A disability access audit, in line with current legislation had been carried out on 15 September 2023 and an action plan formalised to improve access for patients.
- The practice had not recruited any new members of staff since our last inspection. However we saw that a process for induction was in place.

The practice had also made further improvements:

- The dentist was aware of the guidelines issued by the British Endodontic Society for the use of rubber dam for root canal treatment and recorded its use in the patient care records. Improvement could be made to ensure that the patient was aware of the associated risks when rubber dam was not used in the treatment of root canal therapy.