Mrs Donya Stokes

Broad Street Dental Practice

Inspection Report

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Overall summary

During our comprehensive inspection of this practice on 8 March 2016, we found a breach of legal requirements in relation to the Health and Social Care Act 2008. Following this inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to regulation 12- Safe Care and Treatment.

We undertook this focused inspection to check that the provider had followed their improvement plan and to confirm that they now met legal requirements. This report only covers our findings in relation to this requirement. You can read the report from our previous comprehensive inspection, by selecting the 'all reports' link for Broad Street Dental Practice at www.cqc.org.uk

Are services Safe?

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

Key findings

- Overall, we found that adequate action had been taken to address the shortfalls identified at our previous inspection and the provider was now meeting the regulations.

There were areas where the provider could make improvements and should:

- Review fire safety practices and ensure staff receive regular fire training and also undertake fire evacuation drills.
- Sign and date sharps' bins when first used.
- Review storage for dangerous chemicals .

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Are services safe?

We found that adequate action had been taken to address shortfalls in safety that we had identified in our previous inspection. Emergency equipment was checked more frequently, Legionella control was more robust, infection control audits were undertaken every six months, staff wore suitable personal protective equipment and sharps injury management had improved.

No action ✓

Broad Street Dental Practice

Detailed findings

Background to this inspection

We undertook an announced focused inspection of Broad Street Dental Practice on 28 September 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 8 March 2016 had been made.

We inspected the practice against one of the five questions we ask about services: is the service safe? During our inspection we spoke with one of the practice owners, reviewed a range of documentation and checked two treatment rooms.

Are services safe?

Our findings

At our previous inspection in March 2016 we identified a number of shortfalls which showed that the practice was not providing safe care. During this inspection we noted the following improvements had been implemented since then:

- The practice's sharps' injury policy now included clear guidance for staff about the need to contact relevant health services. A laminated poster with the sharps' protocol had been put on display in each treatment room and included the contact number for local occupational health services. The practice owner told us he had recently analysed all sharps' injuries in the last few years and discovered that most had involved scaler tips. As a result this was on the agenda to be discussed at the forthcoming staff meeting.
- The practice had signed up to receive relevant patient safety alerts, recalls and rapid response reports issued from the Medicines and Healthcare products Regulatory Authority.
- The practice's policy about the use of rubber dams had been updated. Rubber dams were routinely used when undertaking root canal treatment and we viewed the rubber dam kit within the practice.
- Weekly checks of emergency medical equipment had been introduced and we viewed the dental nurse's book, which demonstrated this. We advised the practice owner that staff should undertake regular medical emergency simulations so that their knowledge and skills could be kept up to date.
- Although no new staff had been employed since our previous inspection, we viewed the practice's newly implemented recruitment policy that clearly detailed the process to follow. This policy could be further improved by stating the need to obtain references, and include guidance about job descriptions, keeping interview notes, and using standardised interview questions and scoring criteria to ensure consistency and fairness when recruiting staff.
- We viewed control of substances hazardous to health information sheets for a number of hazardous solutions that were now available for staff.
- The frequency of infection control audits had improved and we viewed the most recent one dated June 2016. The practice had scored 90%, indicating it met essential quality requirements. We noted that action had been taken to address the shortfalls identified. For example, the practice had purchased a new ultrasonic bath and had started weekly protein residue tests to ensure instruments had been cleaned effectively.
- At our previous inspection we noted a number of loose items stored in treatment room drawers. During this inspection we checked six drawers in two treatment rooms and found that all loose items had been covered to reduce the risk of them becoming contaminated from aerosol.
- Staff now used appropriate personal protective equipment (PPE) when cleaning instruments. We viewed staff meeting minutes dated June 2016 where the correct use of PPE was discussed with them. A poster had been put on display in each treatment room to remind staff about PPE, and each day staff now signed an accountability sheet to state they had used the correct PPE.
- Legionella control had improved. We viewed evidence which showed that water temperatures were now monitored each month and infrequently used water outlets were flushed through twice a week.

However, we noted some shortfalls identified in our previous report had not been addressed. For example, staff had still not received any fire training and did not regularly practice evacuation procedures with patients. Cleaning materials continued to be stored in an unlocked room and the sharps bins in one surgery had not been signed and dated. The practice owner assured us that immediate action would be taken to resolve these matters.