

Gentle Dental Care

Broadwalk Dental Centre

Inspection report

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Overall summary

We undertook a follow up inspection of Broadwalk Dental Centre on the 1 August 2023. 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 provider was now meeting legal requirements.

We had previously undertaken a comprehensive inspection of the practice on 14 March 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 Broadwalk 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 areas where improvement was required.

As part of this inspection, we asked:

- Is it well-led?

Our findings were:

We found this practice was providing well-led care in accordance with the relevant regulations. The provider had made sufficient improvements in relation to the regulatory breach we found at our previous inspection. In general improvements were noted in recruitment procedures, health and safety risk assessment, staff training, and overall governance.

Background

Broadwalk Dental Centre is based in Harlow and provides both NHS funded and private dental care and treatment for adults and children. In addition to general dentistry, the practice also provides sedation services. The practice is part of Gentle Dental Care, a group dental provider.

Summary of findings

The practice is located in the same premises as another dental practice, and both share some of the running costs and expenses.

The premises are accessible for wheelchair users and there is public car parking nearby.

The dental team includes 4 dentists, a dental hygienist, a practice manager, 3 dental nurses and a receptionist. There is 1 treatment room.

During the inspection we spoke with the current registered manager, the practice manager and a new staff member who was about to apply to become the registered manager. We reviewed practice policies and procedures.

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.

During this inspection we found the following improvements had been made to comply with the regulations:

- A tracker log and been implemented to ensure any patient referrals were actively followed up to ensure their timely management.
- The chipped cabinetry in one treatment room which had compromised infection control had been repaired.
- Mops used for cleaning the premises were now stored in a safe and hygienic way.
- Recruitment procedures had improved. We viewed the personnel files for two staff who were about to start work for the provider and saw that appropriate references and Disclosure and Barring Service checks had been requested for them, to ensure they were suitable for the role. We viewed minutes of a practice meeting held in April 2023, where the reviewed recruitment policy had been discussed with staff to ensure they were aware of its requirements.
- All staff had undertaken fire safety training, evidence of which we viewed.
- A rectangular collimator had been fitted to the X-ray unit.
- We viewed certificates that demonstrated one dentist had undertaken the required radiology training, and the practice was now using the correct system for assessing the quality of radiographs.
- The practice's risk assessment had been updated and now more accurately reflected hazards in the premises.
- Badly damaged flooring in the communal corridor had been repaired.
- The practice's control of substances hazardous to health (COSHH) folder had been fully reviewed and safety data sheets were in place for cleaning products used.
- A system had been put in place to help identify any lost or missing prescriptions.
- One dentist had undertaken training in antimicrobial prescribing and records we viewed showed they were now prescribing according to national guidelines.
- An excel spreadsheet was now used to keep better oversight of staff training. The spreadsheet also automatically highlighted when staff training was about to expire.
- The practice's complaints' procedure had been enlarged, making it more visible to patients in the waiting area.

The provider had employed additional senior staff to assist in the governance of the practice and had also commissioned the services of a compliance consultant. It was clear these appointments had greatly helped in the running of the practice.

Overall, we found the practice had implemented satisfactory measures to address the issues we had identified during our previous inspection. These improvements now need to be embedded and sustained in the long run.