

BRL Dentos Ltd

Diamond Dental and Medical Clinic

Inspection Report

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Overall summary

We carried out a follow- up inspection of this service on 29 June 2017.

We had undertaken a focused inspection of this service on 20 March 2017 as part of our regulatory functions where breach of legal requirements was found.

After the focused inspection, the practice wrote to us to say what they would do to meet the legal requirements in relation to the breach. This report only covers our findings in relation to those requirements.

We reviewed the practice against one of the five questions we ask about services: is the service well-led?

We revisited the surgery as part of this review and checked whether they had followed their action plan.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Diamond Dental and Medical Clinic on our website at www.cqc.org.uk.

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 well-led?

At our previous inspection we had found that the practice had not established an effective system to assess, monitor and mitigate the risks relating to the health, safety and welfare of patients, staff and visitors. Policies and procedures were not effective to ensure the smooth running of the service.

At our inspection on 29 June 2017 we found that the practice had an effective clinical governance system which covered aspects of clinical governance pertinent to dentistry. Systems had been put into place to demonstrate that these policies and procedures were carried out effectively.

Following our review on 29 June 2017 we found evidence which showed the practice had taken adequate action to ensure that the practice was well-led. The practice had effective systems in place to assess, monitor and mitigate the risks relating to the health, safety and welfare of patients, staff and visitors.

No action



Diamond Dental and Medical Clinic

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the practice was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

We carried out a review of this service on 29 June 2017. This review was carried out to check that improvements to meet legal requirements planned by the practice after our focused inspection on 20 March 2017 had been made. We reviewed the practice against one of the five questions we ask about services:

- Is the service well-led?

The review was carried out by a CQC inspector and a dental specialist advisor.

During our review, we spoke with the registered manager, an associate dentist and two dental nurses. We checked that the provider's action plan had been implemented. We reviewed a range of documents including:

- Infection control procedures
- Continuing Professional Development (CPD) training certificates
- Disclosure and Barring Service (DBS) checks
- Practice policies and procedures
- Audits such as infection control, radiography and record keeping

Are services well-led?

Our findings

At our inspection on 29 June 2017 we found that this practice was providing well-led care in accordance with the relevant regulations.

At our previous on 20 March 2017 we reviewed the practice appointment book and found that dental implants were provided at the practice. We asked to see the dental care records for the patients who had implant treatment and this information could not be provided. The registered manager told us the dental care records had been locked away by the dentist performing the implants and these records could not be accessed.

At our inspection on 29 June 2017 the registered manager told us implants were no longer provided at the practice. We checked the appointment diary to confirm this. We noted that no dental implants had been provided at the practice since our previous inspection. One of the dental nurses told us they were on a waiting list to complete additional training on implant nursing. The registered manager told the associate dentist who was previously providing dental implant surgery that it would not recommence until the appropriate training had been undertaken.

The practice had employed an additional dental nurse. We saw records which showed that the practice had undertaken the appropriate recruitment checks such as Disclosure and Barring Service (DBS) checks. The staff files of other members of staff had been updated to include DBS checks and immunisation history.

Clinical staff were qualified and registered with the General Dental Council (GDC) and had professional indemnity cover.

We checked dental care records for patients that were treated following our previous inspection on 20 March 2017. We observed the dental care records were clear, legible, accurate, and could be readily understood by others.

We spoke with one of the associate dentist who described the practice protocol for risk assessments taken to determine when and what type of X-rays should be taken. The practice had started an X-ray audit in June 2017. The associate dentist told us the X-ray audit was ongoing. The practice started a record keeping audit in June 2017 and had completed an audit of recall intervals. Improvements could be made to ensure the audits were analysed, had documented learning points and the resulting improvements could be demonstrated.

The registered manager organised staff meetings to discuss key governance issues and staff training sessions. We saw records of regular staff meetings documenting discussions on infection control, consent, radiography and safety alerts.

In summary, following our review on 29 June 2017 we found evidence which showed that the practice had taken adequate action to ensure that the practice was well-led. The practice had effective systems in place to assess, monitor and mitigate the risks relating to the health, safety and welfare of patients, staff and visitors.