

Dr Amit Rai

Chesham Dental

Inspection Report

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Overall summary

We undertook a focused inspection of Chesham Dental in Chesham on 27 June 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 carried out by a CQC inspector.

We undertook a comprehensive inspection of the practice on the 5 March 2019 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 and 19 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 dental practice on our website www.cqc.org.uk.

When one or more of the five 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?

Background

Chesham Dental is based in Chesham and provides NHS and private treatment to patients of all ages.

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

Chesham Dental has leased space in a building occupied by two GP practices and several health support agencies. The building is owned by a property management company. We will refer to the property company as the landlord in this report.

The dental team includes five dentists, one dental nurse, three trainee dental nurses, one hygienist, three receptionists, one clinical lead and a part time practice manager.

The practice has three treatment rooms, a decontamination room, office and reception.

The practice is owned by an individual who is the principal dentist there. They 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 provider has chosen to appoint a registered manager at Chesham Dental. This person is the practice manager.

Summary of findings

During the inspection we spoke with the provider, practice manager and clinical lead.

We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

- Monday 8.30am to 5.30pm
- Tuesday 8.30am to 8.00pm
- Wednesday 8.30am to 5.30pm
- Thursday 8.30am to 8.00pm
- Friday 8.30am to 5.30pm
- Saturday 8.30am to 1.00pm

Our key findings were:

- The provider had made good improvements in relation to the regulatory breach we found at our previous inspection and was now providing well-led care in accordance with the relevant regulations.

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

- Review the practice protocols for ensuring that all clinical staff have adequate immunity for vaccine preventable infectious diseases.

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 in accordance with the relevant regulations.

Effective action had been taken to address the shortfalls we had identified at our previous inspection.

Staff training was monitored effectively.

Staff recruitment processes were improved to ensure new staff received essential checks before they started to work at Chesham Dental.

We identified several shortfalls which did not constitute a breach of regulations. All but one of these had also been addressed. A risk assessment was in place for the hygienist when they worked alone and feedback systems were implemented and managed.

The system for ensuring staff had adequate immunity for vaccine preventable infectious diseases remained outstanding.

No action



Are services well-led?

Our findings

At our previous inspection on 5 March 2019, we judged the practice was not providing well-led care in accordance with the relevant regulations.

We told the provider to take action as described in our requirement notice.

During this inspection, we found that staff had implemented the following improvements:

Staff recruitment processes were improved to ensure new staff received essential checks before they started to work at Chesham Dental.

Staff training was monitored.

These improvements demonstrated the provider had taken effective action to comply with regulation.