

A D V Canterbury Limited

Burgate Dental Practice

Inspection report

14 Burgate
Canterbury
CT1 2HG
Tel: 01227462857

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Overall summary

Burgate Dental Practice is in Canterbury and provides private dental care and treatment for adults and children.

Step free access to the practice for people who use wheelchairs and those with pushchairs is not available. 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 4 dentists, 3 registered dental nurses, a trainee dental nurse, 2 dental hygienist/therapists and 1 receptionist. The practice has 2 treatment rooms.

During the inspection we spoke with a dentist, 2 registered dental nurses, the dental hygiene therapist, and the trainee dental nurse. We looked at practice policies, procedures, and other records to assess how the service is managed.

The practice is open:

- Monday, Wednesday, Thursday, and Friday 9am to 5pm
- Tuesday 9am to 6.30pm
- Saturday 9am to 1pm

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 15 June 2023 we found the practice had made the following improvements to comply with the regulations:

- Safeguarding training to the correct level had been completed by all staff
- We witnessed the decontamination process and saw that the correct personal protective equipment was used by staff
- We saw records of the maintenance of the ultrasonic bath where protein residue tests and foil ablation had been conducted. Staff explained how these tests would be conducted quarterly.
- We saw all sharps boxes were dated and marked with the point of use
- We saw the base plates and holders for the X-ray beam aiming devices were stored wrapped and dated
- We saw water temperature monitoring logs of the sentinel water outlets had been conducted in line with the practice legionella risk assessment
- We saw current indemnity for staff whom required it.
- We saw servicing information for the autoclave and the compressor
- We saw the current gas safety certificate
- We saw fire safety measures had been implemented and logs of the checks of the fire alarm, emergency lighting and fire extinguishers were completed.
- A fire drill had been conducted
- All staff had completed fire safety training with 3 staff completing fire marshal training also.
- We saw a completed practice wide risk assessment
- Glucagon, a medicine to treat a diabetic episode had been replaced and stored in the fridge with temperature monitoring. Staff told us a new medical fridge was on order
- Expired medicines, such as adrenaline ampules had been removed and disposed of from the emergency medicines kit
- Missing items from the emergency medical equipment had been purchased. Such as, clear masks sizes 1 to 4 for the self inflating bag, and an oxygen mask with tubing.
- The child pads for the automated external defibrillator (AED) had been purchased. Staff told us they were awaiting a second set of adult pads.

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 April 2023 we found the practice had made the following improvements to comply with the regulation(s):

- We saw recruitment files had been updated and contained all of the Schedule 3 documentation as required by current legislation
- Policies, procedures and protocols had been updated and had review dates recorded

Audits for infection control, radiographic image quality, antimicrobial prescribing, disability access and patient records had been conducted. Each had learning points and information about what had been addressed.