

Medidenta Limited

# Medidenta Medical Practice

## Inspection Report

60 – 62 Welling High Street  
Welling  
Kent  
DA16 1TQ  
Tel: 07574326760  
Website: [www.medidenta.co.uk](http://www.medidenta.co.uk)

Date of inspection visit: 17 January 2020  
Date of publication: 14/02/2020

### Overall summary

We undertook a follow up focused inspection of Medidenta Medical Practice on 17 January 2020. 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 following a focused inspection carried out on 7 March 2019.

The inspection was led by a CQC inspector who was supported by a specialist dental adviser.

We undertook a focused inspection of Medidenta Medical Practice on 7 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 safe or well led care and was in breach of regulations 12 safe care and treatment and 17 good governance 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 Medidenta Medical Practice on our website [www.cqc.org.uk](http://www.cqc.org.uk).

As part of this inspection we asked:

- Is it safe?
- Is it well-led?

When one or more of the five questions are not met we require the service to make improvements. We then inspect again after a reasonable interval, focusing on the areas where improvement was required.

When we inspected Medidenta Medical Practice on 7 March 2019 we issued requirement notices for breach of Regulation 17 and requirement notice in relation for breach of Regulation 12.

#### **Our findings were:**

##### **Are services safe?**

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

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 7 March 2019.

##### **Are services well-led?**

We found this practice was providing well-led care in accordance with the relevant regulations.

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 7 March 2019.

#### **Background**

# Summary of findings

Medidenta Medical Practice is in Welling, in the London Borough of Bexley. The practice provides private dental treatment to adults and children.

The practice is located on the ground floor in purpose-adapted commercial property. The practice has one treatment room. There is step-free access to the practice. The practice is located close to public transport services.

The dental team includes three dentists, one dental nurse, two trainee dental nurses and one dental hygienist. The clinical team are supported by a receptionist and a compliance manager.

The practice is owned by a company and as a condition of registration must have a person registered with the CQC as the registered manager. Registered managers 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 registered manager at Medidenta Medical Practice is the dental hygienist.

During the inspection we spoke with the principal dentist, one dental hygienist, one dental nurse and the compliance manager. We checked practice policies and procedures and other records about how the service is managed.

The practice is open between 9am and 5pm on Mondays to Fridays.

## **Our key findings were:**

- The provider had reviewed their infection prevention and control processes so that they reflected published guidance.
- The provider had improved their processes for managing risks associated with medicines and materials so that they were safe and effective.
- There were arrangements to ensure that staff received vaccinations against vaccine preventable infections and that all clinical staff members were suitably immunised.
- The provider had effective systems to help them identify, manage and mitigate risks to patients and staff.

# 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 our previous inspection on 7 March 2019 we judged the practice was not providing safe care and was not complying with the relevant regulations. We. At the inspection on 17 January we found the practice had made the following improvements to comply with the regulation:

The provider had improved the systems to mitigate risks to the health and safety of service users receiving care and treatment:

- There were arrangements to ensure that single use dental items (tooth polishing bristle brushes and rubber cups, matrix bands, and endodontic files) were disposed after use.
- The premises and equipment appeared visibly clean and there were arrangements to monitoring the cleaning procedures.
- There were suitable arrangements to ensure that clinical staff had suitable immunity against vaccine preventable infections. All clinical staff had vaccinations against Hepatitis B and had blood test results to demonstrate their immune response to the vaccinations.

- All staff had completed infection control training and there were systems to monitor training and staff understanding of infection prevention and control procedures. Staff demonstrated that they were following proper procedures for transporting, cleaning and storage of dental instruments.
- There were systems to ensure that dental instruments were in good condition and suitable for use.
- There were arrangements for the disposal of healthcare waste including extracted teeth and amalgam.
- Infection control audits carried to monitor infection control practices.
- There were records to demonstrate that cleaning and sterilising equipment were tested and validated in line with current guidelines. Daily checks were carried out to ensure that the autoclave was working properly and annual service and maintenance tests were carried out.
- There were effective stock control arrangements to ensure that medicines and dental materials were in date and that expired stock were disposed of appropriately.

These improvements showed the provider had taken action to improve safety and to comply with the regulation when we inspected on 17 January 2020.

# Are services well-led?

## Our findings

We found that this practice was providing well led care and was complying with the relevant regulations.

At our previous inspection on 7 March 2019 we judged the practice was not providing well led care and was not complying with the relevant regulations. At the inspection on 17 January 2020 we found the practice had made the following improvements to comply with the regulation:

The provider had reviewed and made improvements to the systems and processes to assess, monitor and improve the quality and safety of the services being provided:

Regulations section is primarily information for the provider

Enforcement actions

- There were effective systems to assess and monitor the day-to-day running of the service and to ensure that

policies and procedures in relation to areas such as infection control procedures and medicines management were understood and properly adhered to.

- The compliance manager undertook periodic reviews and audits to ensure that infection control procedures were followed.
- There were effective systems to ensure that staff undertook annual infection prevention and control training and that staff understood their roles and responsibilities.
- There were arrangements to share the findings of reviews and audits with the staff team to further ensure understanding and to identify and address any arising issues.

These improvements showed the provider had taken action to improve the quality of services for patients and comply with the regulations when we inspected on 17 January 2020.