

CK Dental Health Clinic Ltd

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Inspection report

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Date of inspection visit: 25 February 2022
Date of publication: 04/03/2022

Overall summary

We undertook a follow up focused inspection of CK Dental Health Clinic on 25 February 2022. 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 undertook a comprehensive inspection of the practice on 13 July 2021 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 CK Dental Clinic 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?

Our findings were:

We found this practice was providing well-led care in accordance with the relevant regulations. The provider had made good improvements in relation to the regulatory breach we found at our inspection on 13 July 2021.

Background

CK Dental is a small, well-established practice in Bishops Stortford that provides private treatment to about 1500 patients. The dental team includes one dentist and a nurse/practice manager. The practice has two treatment rooms. As access to the practice is down a steep set of stairs, it is not accessible to wheelchair users.

The practice is open Monday to Friday from 8.30am to 5pm, and appointments are available on a Saturday if required.

Summary of findings

During the inspection we spoke with the dentist and the nurse/practice manager. We looked at practice policies and procedures and other records about how the service is managed

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 regulation:

- Infection control audits were now undertaken every six months, and we viewed the most recently completed audit which had been undertaken in December 2022. The practice manager had created a yearly schedule/timetable listing when all audits were due so that they would not be missed.
- We checked drawers in the treatment room and noted all loose items had been covered so they were protected from aerosol contamination.
- Clear signage indicating clean and dirty areas had been displayed in the treatment room and decontamination area.
- The external clinical waste bin was stored in the practice's garage to prevent its unauthorised removal
- Dental care records we viewed clearly noted the reason why rubber dam had not been used, and the alternative used instead to protect patients' airways.
- A new medical emergency kit had been purchased and weekly checks of it were undertaken by the practice manager
- A stock control system had been implemented in relation to medicines held, and the practice's name and address was now displayed on the label of dispensed medicine containers.
- The fridge's temperature was now monitored to ensure it operated within the correct temperature range.
- A system to receive and action national patient safety alerts had been implemented, and we viewed recently downloaded alerts.
- Dental care records we viewed showed that patients' risk of caries, gum disease and oral cancer was recorded.
- A Duty of Candour policy had been implemented and staff were aware of its requirements.

We found the provider had addressed the issues we had identified during our previous inspection. These improvements need to be embedded and sustained in the long run.