

Rodericks Dental Limited

# Derby House Dental Practice

## Inspection Report

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## Overall summary

We undertook a follow up focused inspection of Derby House Dental Practice on 26 November 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 led by a CQC inspector who was supported by a specialist dental adviser remotely.

We undertook a comprehensive inspection of Derby House Dental Practice on 5 September 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 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 Derby House Dental Practice on our website [www.cqc.org.uk](http://www.cqc.org.uk).

As part of this inspection we asked:

- Is it well-led?

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 area where improvement was required.

### Our findings were:

### 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 breach we found at our inspection on 5 September 2019.

### Background

Derby House Dental Practice is in Derby city centre and provides NHS and private dental treatment to adults and children.

The dental team includes three dentists, four dental nurses including four trainees, one receptionist and a practice manager. The practice has three treatment rooms and an instrument decontamination room. One of the treatment rooms is located on the ground floor. There is level access into the practice for people who use wheelchairs and those with pushchairs. Car parking spaces are available near the practice on local roads and car parks. There is parking space opposite the practice for blue badge holders and those with restricted mobility.

The practice is owned by an organisation and as a condition of registration must have a person registered with the Care Quality Commission as the registered manager. At the time of inspection there was no registered manager in post as required as a condition of registration. A registered manager is legally responsible

# Summary of findings

for the delivery of services for which the practice is registered. The organisation informed us they had identified a manager who would be taking over management responsibilities at Derby House Dental Practice and would be put forward to be the registered manager.

The practice is open: Monday to Friday: from 8.30am to 5.30pm.

## **Our key findings were:**

- Improvements had been made to infection prevention and control processes.
- The system for monitoring the security of NHS prescriptions had been reviewed and improvements made.
- The system for managing safer sharps had been reviewed and improved.
- Records relating to the Control of Substances Hazardous to Health (COSHH) regulations 2002 had been amended to include a risk assessment for each hazardous product.

# 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

At our previous inspection on 5 September 2019 we judged the practice was not providing well-led care and was not complying with the relevant regulations. We told the provider to take action as described in our requirement notice. At the inspection on 26 November 2019 we found the practice had made the following improvements to comply with the regulation:

- The provider had made improvements to the systems and processes for infection prevention and control in line with national guidance from the Health Technical Memorandum 01-05: Decontamination in primary care dental practices, (HTM 01-05), published by the Department of Health and Social Care. We saw that record keeping had improved and a new infection prevention and control audit had been completed with reference to the cleaning of dental instruments. An audit of dental instruments in the practice had been undertaken and all instruments that showed signs of rust or tarnish had been replaced.
- The system for monitoring the security of NHS prescriptions had been reviewed and improvements

made. The practice kept a log which recorded each individual prescription number, so that they could be tracked and accounted for. The prescription log also made auditing dentists' prescribing easier, particularly in relation to antimicrobial prescribing.

- The system for managing safer sharps was reviewed. Metal needle guards were introduced to overcome issues highlighted at the inspection on 5 September 2019. Discussions with one dentist identified only they handled needles and not the dental nurses. The system being used was in line with the Health and Safety (Sharp Instruments in Healthcare) Regulations 2013.
- A review of the information held in the practice relating to the Control of Substances Hazardous to Health (COSHH) regulations 2002 had seen a risk assessment produced for each individual product to accompany the product safety data sheet.

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 26 November 2019.