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# Littleport Dental Surgery

## Inspection Report

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### Overall summary

During our announced comprehensive inspection of this practice on the 25 October 2016, we found a breach of legal requirements in relation to the Health and Social Care Act 2008. Following this inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to regulation 17- Good Governance.

We undertook this focused inspection to check that the provider had followed their improvement plan and to confirm that they were now compliant with the regulation. This report only covers our findings in relation to this requirement. You can read the report from our previous comprehensive inspection, by selecting the 'all reports' link for Littleport Dental Surgery at [www.cqc.org.uk](http://www.cqc.org.uk)

### Are services Well-led?

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

### Key findings

- Overall, we found that effective action had been taken to address the shortfalls identified at our previous inspection and the provider now met the regulation. Robust systems had been implemented to ensure continued compliance.

# Summary of findings

## The five questions we ask about services and what we found

We always ask the following five questions of services.

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

We found that the provider had taken swift and effective action to address shortfalls in governance that we had identified in our previous inspection. Medical emergency equipment now met national guidelines; the decontamination of instruments had improved, audits were more effective, significant events were recorded, and all the practice's policies and procedures had been reviewed and updated. Good management systems had been implemented to ensure the practice met its legal requirements.

**No action**



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## Detailed findings

### Background to this inspection

We undertook an announced focused inspection at Littleport Dental Practice on 13 February 2017. The inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 25 October 2016 had been made.

We inspected the practice against one of the five questions we ask about services: is the service well-led?

During our inspection we spoke with one of the owners, the practice manager and a dental nurse. We also reviewed a range of documentation.

# Are services well-led?

## Our findings

### Governance arrangements

At our previous inspection in October 2016, we identified a number of shortfalls, which showed that the practice was not well led. During this inspection we noted the following significant improvements had been implemented since then:

- Sharps' boxes were now stored securely in a locked cupboard in one of the treatment rooms, prior to their collection.
- The practice had purchased an automated external defibrillator and staff had received training in how to use it. Staff now practiced medical emergency simulations to ensure they knew what to do in the event of an incident and minutes of a meeting held in January 2017 showed that staff had practiced how to respond to a patient having an anaphylactic reaction. The practice had completely reorganised its emergency equipment and now stored it in specific grab bags according to the type of medical incident. Glucagon for use in an emergency was stored outside of the fridge and we noted its expiry date had been reduced as a result to ensure its effectiveness.
- Staff now regularly practiced fire evacuations and we viewed the fire logbook that showed that a fire evacuation had been practiced with patients on 22 December 2016. The owner told us that it had not been too disruptive and had re-assured patients.
- Risk assessments were in place for a number of domestic cleaning products in use at the practice.
- An infection control audit had been undertaken in November 2016 and we saw that the next one had been timetabled to occur six months after this. Results of the latest audit were on display in reception, making them easily accessible to patients.
- Following our previous inspection all staff had received additional training in the correct decontamination procedures and the owner had refreshed herself on the national guidance. One of the nurses demonstrated the procedure to us and we noted that she wore the correct personal protective equipment; tested the water temperature before manually cleaning instruments and examined each instrument individually under an illuminated magnifier glass.
- The external waste bin had been secured safely.
- Auditing had improved and we viewed paperwork, which showed that all dentists had reviewed the quality of their clinical record keeping and X-rays taken.
- The practice had signed up to receive relevant patient safety alerts from the Medicines and Healthcare products Regulatory Authority. Relevant alerts were sent to the practice manager who downloaded any relevant ones and kept them a specific file for staff information. Alerts were also now a standing agenda item at the six-weekly staff meetings to ensure that all staff were aware of them.
- The practice had implemented a Duty of Candour policy and we saw evidence which demonstrated that all staff had read and signed to indicate they understood the policy. A copy of the policy was also on display in the waiting area so that patients were aware of it.
- The practice's compressor had been serviced on 5 December 2017, and the X-rays units were booked to be tested on 17 February 2016.
- Information about translation and interpreting services was now available for both staff and patient and the practice was in the process of updating its website so that it could be translated into any language. Large print patient information leaflets had been produced to help those with visual impairments.
- All the practice's policies had been reviewed in October 2017, and we noted that the Equality and Diversity policy now referred to the correct legislation.
- Significant even recording was more robust and recent incidents we viewed had been recorded in depth, along with details of any action required to prevent their reoccurrence.