

Miss Shikha Mittal

Royston Dental Suite

Inspection Report

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Overall summary

We carried out this inspection to follow up concerns we originally identified during a comprehensive inspection at the practice on 14 November 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

At a comprehensive inspection we always ask the following five questions to get to the heart of patients' experiences of care and treatment:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

When one or more of the five questions is 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.

At the previous comprehensive inspection, we found the registered provider was providing safe, effective, caring and responsive care in accordance with relevant regulations. We judged the practice was not providing well-led care in accordance with 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 Royston Dental Suite on our website www.cqc.org.uk.

During this inspection we spoke with the principal dentist and a dental nurse. We checked the decontamination and treatment rooms, and viewed a range of paperwork in relation to the management of the practice.

Our findings were:

- The provider had made adequate improvement to put right the shortfalls we found at our previous inspection. The provider should ensure that the newly implemented improvements are embedded and sustained in the long- term in the practice.

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 this practice was providing well-led care in accordance with the relevant regulation.

The improvements we noted since our previous inspection indicated that oversight within the practice had improved, and systems were in place to ensure standards were met. This included implementing a system for recording and learning from incidents; managing fire risks, improving staff recruitment and ensuring medical emergency equipment met national guidelines.

No action



Are services well-led?

Our findings

At our previous inspection on 14 November 2017, we judged the practice was not providing well-led care in accordance with the relevant regulations. We issued a requirement notice as a result. During this inspection we noted the following improvements:

- We found improvement in staff's understanding of untoward events and how they could be used as learning opportunities. Specific reporting forms had been implemented and we viewed four incidents that had been recorded since our previous visit. Recommendations to improve the service following the incidents had been implemented.
- Staff now undertook medical emergency simulations to ensure their knowledge and skills were kept up to date. We reviewed minutes of the staff meeting held on 21 November 2017, and noted that staff had rehearsed how to respond if a patient had an epileptic fit. The principal dentist told us she planned to rehearse medical emergency simulations every couple of months.
- Portable suction had been purchased and was now kept with other emergency equipment in the staff office area.
- The practice had not recruited any new staff since our previous visit. However we noted that missing recruitment information for one of the dentist's had been obtained and the principal dentist was in the process of renewing DBS checks for all staff.
- A full fire risk assessment had been completed on 17 November 2017, and we noted that its recommendations to obtain a fire blanket, test fire alarms and have the practice's air conditioning system serviced had been actioned. Other recommendations such as installing a fire door and undertaking an electrical wiring check were in the process of being done. Staff had practiced a full fire evacuation on 26 January 2018.
- The practice's treatment room was less cluttered and loose items in drawers had been covered to protect them from aerosol contamination. However, we noted there were still open cupboards containing lab work in the room and an exposed area on the work surface in the decontamination room. The principal dentist assured us these issues would be addressed.
- We noted that neither the dentist nor dental nurse wore jewellery.
- Although an antibiotic audit had not yet been undertaken, the dentists had begun to record their antibiotic prescribing so that an audit could be completed in the future.
- A portable hearing loop had been purchased to assist patients who wore hearing aids.