

Mr. Simon Coles

New Road Dental Surgery

Inspection report

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Overall summary

We undertook a follow up focused inspection of New Road Dental Surgery on 6 November 2023. 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.

We undertook a comprehensive inspection of New Road Dental Surgery on 18 September 2023 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 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 New Road Dental Surgery dental practice on our website www.cqc.org.uk.

When 1 or more of the 5 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:

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 18 September 2023.

Background

Summary of findings

New Road Dental Surgery is in Driffield, Yorkshire and provides NHS and private dental care and treatment for adults and children.

There is step free access to the practice for people who use wheelchairs and those with pushchairs. Car parking spaces are available near the practice. The practice has made reasonable adjustments to support patients with access requirements.

The dental team includes 1 dentist and 4 dental nurses. The practice has 1 treatment room.

During the inspection we spoke with the dentist and 2 dental nurses. We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday to Thursday from 9am to 5pm

Friday from 9am to 4pm

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.

At the inspection on 6 November 2023 we found the practice had made the following improvements to comply with the regulation:

- Improvements had been made to the system for ensuring medical emergency equipment is available and within its expiry date. We saw the provider had implemented a new system for checking all medical emergency equipment. When we checked the medical emergency equipment these were in accordance with national guidance.
- Improvements had been made to the system for ensuring the practice receives patient safety alerts, recalls and rapid response reports issued by the Medicines and Healthcare products Regulatory Agency. Staff showed us the system they had implemented to receive patient safety alerts, recalls and rapid response reports. Any relevant alerts would be actioned immediately.
- Improvements had been made to the system for ensuring buccal midazolam was stored according to manufacturer's guidance.
- Improvements had been made to the system for ensuring all equipment is maintained appropriately. We saw evidence the compressor had been serviced and subject to a pressure vessel inspection. We saw evidence of a log sheet of when equipment was due to be serviced and maintained by a competent person.
- Improvements had been made to the system for ensuring the risks associated with legionella are managed appropriately. A new legionella risk assessment had been completed and the recommendations had or were being actioned within the desired timescales.
- Risk assessments had been completed for substances which are hazardous to health.

The provider had also made further improvements:

- The practice had implemented a log of all referrals which had been sent to other healthcare professionals.
- The practice had implemented an active log of NHS prescriptions.