

University Of East Anglia

Dental Department - University of East Anglia

Inspection report

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Overall summary

We undertook a follow up focused inspection Dental Department - University of East Anglia on 15 March 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 21 September 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 Dental Department - University of East Anglia 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 21 September 2021.

Background

Summary of findings

Dental Department - University of East Anglia is a well-established practice that offers NHS treatment to students and staff of the university. It is based in the university's campus and has two treatment rooms. The dental team includes two dentists, four dental nurses, and a practice manager, all of whom are employed directly by the university. The practice is situated in a building shared with the student medical centre and is fully accessible to wheelchair users.

The practice is open Monday to Friday from 9am to 5pm.

On the day of inspection, we spoke with the practice manager and a dentist. We looked at practice policies and procedures and other records about how the service was 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:

- A risk assessment had been completed for one clinician who did not use the safest type of needles.
- New defibrillator pads had been purchased and their details had been added to an emergency medical kit check list to ensure they did not pass their expiry date.
- Infection prevention and control audits were undertaken at appropriate intervals, and dates had been added to the practice's computer system so that staff would be reminded to undertake them within the required timescales.
- Staff were now using the washer disinfectant to clean dirty instruments and records we viewed showed it was being tested regularly to ensure it operated effectively.
- Auditing had improved, and we viewed recently completed audits in relation to dental care records, radiographs and anti-microbial prescribing.
- The fridge's temperature where Glucagon was stored was now checked daily to ensure it operated with the recommended temperature range.
- A system had been introduced to easily identify if any prescriptions were lost or missing.
- Dental care records we viewed showed that clinicians were routinely recording patients' risk levels of caries, oral cancer and gum disease to help determine their recall frequency.
- The practice's complaints' procedure had been reviewed and updated to ensure all complaints would be managed effectively.
- Staff meetings were now held much more frequently, and staff told us they were a good forum to share key information and messages.
- Two of the dentists had been appointed as leads to ensure clinical standards and auditing were robust. They had been allocated additional time to fulfil this role. The practice had also become an expert member of the British Dental Association to help with its general governance and policy implementation.

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