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Riverside Dental Surgery

Inspection report

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Overall summary

We undertook a follow up focused inspection of Riverside Dental Surgery on 19 March 2024. This inspection was carried out to review 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.

We had previously undertaken a comprehensive inspection of Riverside Dental Surgery on 25 April 2023 and a follow up focused inspection 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 safe and well-led care and was in breach of regulation 12 and 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 Riverside Dental Surgery 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 (requirement notice only). 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 safe?
- Is it well-led?

Our findings were:

Are services safe?

We found this practice was providing safe care in accordance with the relevant regulations.

Summary of findings

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 18 September 2023.

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 breaches we found at our inspection on 18 September 2023.

Background

Riverside Dental Surgery is in Tamworth and provides NHS and private dental care and treatment for adults and children.

The practice is accessed via stairs meaning it is not accessible for people who use wheelchairs and those with pushchairs. Car parking spaces, including dedicated parking for disabled people, are available near the practice.

The dental team includes 2 dentists, 3 dental nurses and 1 receptionist. The practice has 2 treatment rooms.

During the inspection we spoke with 1 dentist, 1 dental nurse and the receptionist. We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday to Thursday from 8am to 6pm.

There were areas where the provider could make improvements. They should:

- Improve the security of NHS prescription pads in the practice and ensure there are systems in place to track and monitor their use.

Summary of findings

The five questions we ask about services and what we found

We asked the following question(s).

Are services safe?	No action	✓
Are services well-led?	No action	✓

Are services safe?

Our findings

We found that this practice was providing safe care and was complying with the relevant regulations.

At the inspection on 19 March 2024, we found the practice had made the following improvements to comply with the regulation:

- To reduce the risk of Legionella developing, 1 tap that was seldom used had been removed and 1 tap had been disabled as recommended in the providers risk assessment.
- We saw evidence that dental nursing staff who assisted in the conscious sedation of patients had completed required sedation training to carry out the role, as outlined in guidelines published by The Intercollegiate Advisory Committee on Sedation in Dentistry in the document 'Standards for Conscious Sedation in the Provision of Dental Care 2015'.
- Actions had been carried out as recommended in the electrical fixed wire report.

Although improvements had been made there were still areas where the provider should make further improvements:

- The system for the security of NHS prescriptions in the practice required strengthening to ensure there were systems in place to track and monitor any missing prescription.

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 19 March 2024, we found the practice had made the following improvements to comply with the regulation:

- All out of date materials had been removed.
- Instruments that had been through the decontamination process were stored pouched and displayed an expiry date.
- The disclosure and barring service (DBS) check for a member of staff that was missing at our last inspection, had been carried out to an appropriate level for their role.
- The damaged wall unit in the decontamination room had been repaired and secured.