

## Richmond House Dental Practice

# Richmond House Dental Practice

### Inspection report

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## Overall summary

We undertook a follow up focused inspection of Richmond House Dental Practice on 29 February 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 who was supported by a specialist dental advisor.

We had previously undertaken a comprehensive inspection of Richmond House Dental Practice on 26 October 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 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 Richmond House Dental Practice Dental practice on our website [www.cqc.org.uk](http://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?

# Summary of findings

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 26 October 2023.

## Background

Richmond House Dental Practice is in Stourbridge and provides NHS and private dental care and treatment for adults and children.

There is level access to the practice for people who use wheelchairs and those with pushchairs. Car parking spaces, including dedicated parking for disabled people, are available near the practice. The practice has made reasonable adjustments to support patients with specific needs.

The dental team includes 2 dentists, 4 dental nurses (including 2 trainee nurses) and 1 dental hygienist. The practice has 2 treatment rooms.

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

The practice is open:

Monday to Friday from 9am to 6pm.

# 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 29 February 2024, we found the practice had made the following improvements to comply with the regulation:

- The practice kept detailed dental care records in line with recognised guidance. Risk assessments for periodontal disease, caries, cancer and tooth wear were recorded. The delivering better oral health toolkit and treatment options were recorded.
- An external legionella risk assessment had been carried out. The provider was logging hot water temperatures; and records seen demonstrated that minimum temperature requirements were met.
- Clinical waste was segregated and stored according to guidance.
- Emergency equipment and medicines were checked in accordance with national guidance.
- The practice had carried out risk assessments in relation to the safe storage and handling of substances hazardous to health.
- Staff recruitment procedures reflected current legislation. References were sought in accordance with Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- Audits of antimicrobial prescribing were undertaken at regular intervals to improve the quality of the service.
- The practice's protocols and procedures for the use of X-ray equipment was in compliance with The Ionising Radiations Regulations 2017 and Ionising Radiation (Medical Exposure) Regulations 2017 and took into account the guidance for Dental Practitioners on the Safe Use of X-ray Equipment.

These improvements show the practice had taken sufficient action to comply with regulations when we inspected on 29 February 2024.