

Oakleigh House Dental Practice

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Inspection report

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Overall summary

We undertook a follow up desk-based review of Oakleigh House Dental Practice on 27 February 2024. This inspection was carried out to review the actions taken by the registered provider to confirm that the practice was now meeting legal requirements.

The review was led by a CQC inspector who had access to a specialist dental advisor.

We had previously undertaken a comprehensive inspection of Oakleigh House Dental Practice on 12 May 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 Oakleigh House 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 area where improvement was required.

As part of this review 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 regulation.

Summary of findings

The provider had made improvements in relation to the regulatory breach we found at our inspection on .

Background

Oakleigh House Dental Practice is in Isleworth in the London Borough of Hounslow 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 6 dentists, 5 dental nurses, 3 dental hygienists, 4 receptionists and 1 practice administrator. The practice has 6 treatment rooms.

During the review we spoke with one of the principal dentists and the practice administrator. We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday to Friday from 8.30am to 5pm

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 review on 27 February 2024 we found the practice had made the following improvements to comply with the regulation:

- A suitable and sufficient fire risk assessment had been undertaken on 19 June 2023. As a result of the recommendations made within the risk assessment, a number of improvements were made. In particular, emergency lighting was installed and staff received fire safety training. In addition, extensive works were carried out to improve compartmentation and fire doors. The provider had made arrangements to upgrade the fire alarm system as recommended in the near future. Interim arrangements included battery smoke alarms and air horns to alert occupants of fire. Fire drills had been carried out and in-house tests were carried out at appropriate intervals.
- All overloaded extension leads were removed from the office.
- A new boiler was installed which ensured hot water temperatures were above 55 degrees Celsius to prevent the proliferation of harmful bacteria, including Legionella. Water temperature checks were effectively recorded.
- Risks associated with the handling of sharps had been assessed in accordance with the Health and Safety (Sharp Instruments in Healthcare) Regulations 2013. As a result, the practice had implemented needle re-sheathing safety devices to protect the user.
- Electro-mechanical servicing was carried out on the X-Ray equipment on 27 June 2023 as recommended by the Radiation Protection Advisor.

The practice had also made further improvements:

- An effective system for monitoring and recording the fridge temperature to ensure that medicines and dental care products are being stored in line with the manufacturer's guidance had been implemented.
- The security of NHS prescription pads had been improved in the practice. Systems were in place to track and monitor their use.

Audits for prescribing of antibiotic medicines taking into account the guidance provided by the College of General Dentistry were underway.