

Venay Verma and Ajay Verma

Knowle and Dorridge Dental Practice

Inspection report

1 & 2 Downing Close
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Overall summary

We undertook a follow up focused inspection of Downing Dental on 21 January 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 practice was now meeting legal requirements.

The inspection was led by a CQC inspector.

We undertook a focussed inspection of Downing Dental on 25 November 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 Downing Dental on our website www.cqc.org.uk.

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 breaches we found at our inspection on 25 November 2021.

Background

Summary of findings

Downing Dental is in Knowle, Solihull 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 people with disabilities, are available near the practice.

The dental team includes three dentists, two dental nurses, one trainee dental nurse, three visiting clinicians, three receptionists and one practice manager. The practice has four treatment rooms.

The practice is owned by Knowle & Dorridge Dental Practice and as a condition of registration must have a person registered with the CQC as the registered manager. Registered managers have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run. The director of the practice had applied to the CQC to be the registered manager at Downing Dental.

On the day of inspection, we spoke with the practice manager and lead nurse. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open: between 8.45am and 5pm Monday to Friday.

Our key 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 previous inspection. These must now be embedded in the practice and sustained in the long-term.

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 our previous inspection on 25 November 2021 we judged the provider was not providing well led care and was not complying with the relevant regulations. We told the provider to take action as described in our requirement notice. At the inspection on 21 January 2022 we found the practice had made the following improvements to comply with the regulations:

- The provider had booked an electrical fixed wiring test.
- The provider had systems in place to track and monitor the use of NHS prescriptions.
- A fire risk assessment was carried out in line with the legal requirements and the management of fire safety was effective.
- The provider had quality assurance processes to encourage learning and continuous improvement. These included audits of dental care records, antimicrobial prescribing, radiographs and infection prevention and control.
- Staff kept records of the results of these audits and the resulting action plans and improvements.

These improvements showed the provider had taken action to improve the quality of services for patients and comply with the regulation(s): when we inspected on 21 January 2022.