

Gentle Dental Care

South Bank Dental Care

Inspection report

164 Jamaica Road
London
SE16 4RT
Tel: 02072373413

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Overall summary

We undertook a follow up focused inspection of South Bank Dental Care on 9 November 2023. 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 South Bank Dental Care on 22 March 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 or well-led care and was in breach of regulations 12 and 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 South Bank Dental Care 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 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.

The provider had made improvements in relation to the regulatory breach we found at our inspection on 22 March 2023.

Summary of findings

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 breach we found at our inspection on 22 March 2023.

Background

South Bank Dental Care is part of Gentle Dental care, a group dental provider.

The practice is in the London Borough of Newham and provides NHS and private dental care and treatment for adults and children.

There is step free access via a portable ramp to the practice for people who use wheelchairs and those with pushchairs. There is limited car parking available near the practice. The practice has made reasonable adjustments to support patients with access requirements.

The dental team includes 3 dentists, 1 dental therapist, 1 dental hygienist and 3 dental nurses. The clinical team are supported by a receptionist and a practice manager.

The practice has 3 treatment rooms.

During the inspection we spoke with 2 dentists, 1 dental nurse, the receptionist and the practice manager.

We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open between:

9am – 5pm on Mondays and Tuesdays

9am - 5.30pm on Wednesday to Friday

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 9 November 2023, we found the practice had made the following improvements to comply with the regulation:

- The systems to mitigate the risks of Legionella had been reviewed and improved. The hot water heaters had been serviced and repaired as required. Hot and cold water temperatures were maintained as part of the arrangements to minimise the risk of Legionella or other bacterial growth in the water systems.
- The systems to assess and mitigate the risk of fire had been reviewed and improved. Areas identified for improvement in the fire safety risk assessment had been acted on. These included upgrading the fire doors, and recording regular safety checks for fire alarms and emergency lighting.
- There were arrangements to mitigate the risks associated with the use of hazardous substances. Detailed risk assessments had been carried out and the manufacturer's product safety information was available.
- The arrangements and procedures for the handling and disposal of dental sharps to minimise the risk of sharps related injuries had been reviewed and improved. The sharps safety risk assessment had been updated to include all dental sharps. All staff had evidence of immunity against the Hepatitis B virus.
- The arrangements to deal with medical emergencies had been reviewed and improved. All of the recommended emergency medicines and equipment were available and easily accessible. Staff carried out checks to ensure these had not expired beyond the manufacturers 'use by' dates.

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 9 November 2023, we found the practice had made the following improvements to comply with the regulation:

- Audits in respect of dental radiographs were completed in detail, analysed and used with an action plan as part of a system for improvement in accordance with relevant published legislation and guidelines.
- There were arrangements to ensure that practice policies and procedures were understood and followed consistently. Staff could demonstrate awareness of procedures in relation to Legionella management and monitoring emergency medicines and equipment.
- Suitable evidence of conduct in previous employment were obtained for all staff as part of a robust recruitment procedure.
- There were improved arrangements to monitor staff training and undertake staff appraisals.
- The managerial support for the day to day running of practice had been strengthened. Additional staff had been employed to oversee the governance arrangements. Policies and procedures had been reviewed and updated. This information was shared with the staff during regular practice meetings.

The practice had also made further improvements:

- Antimicrobial prescribing audits were undertaken at regular intervals to improve the quality of the service. The audits had documented learning points which were shared with the dental team to drive improvements.
- Audits of patient dental care records were being carried out to check that necessary information was recorded. Patient records which we viewed were detailed and complete in accordance with current guidance.