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# Dovecot Dental Practice

## Inspection report

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### Overall summary

We undertook a follow up focused inspection of Dovecot Dental Practice on 14 April 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 who was supported by a specialist dental adviser.

We undertook a comprehensive inspection of Dovecot Dental Practice on 16 February 2022 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 Dovecot Dental Practice on our website [www.cqc.org.uk](http://www.cqc.org.uk).

When one or more of the five 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 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 breach we found at our inspection on 16 February 2022.

### Background

# Summary of findings

The provider has two dental practices and this report is about Dovecot Dental Practice.

Dovecot Dental Practice is in Liverpool and provides predominantly NHS 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 are available near the practice.

The dental team includes two dentists and four dental nurses. Administrative support is provided remotely. The practice has two treatment rooms.

During the inspection we spoke with the principal dentist and the practice administrator who provides administrative support remotely. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open Monday to Thursday from 9am to 12.45pm and from 2pm to 5.30pm. Friday from 9am to 12.45pm and from 2pm 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 inspection on 14 April 2022 we found the practice had made the following improvements to comply with the regulation.

- Systems to ensure policies are reviewed and updated were in place. Policies we read provided staff with the necessary contact details for safeguarding leads in the area, and contacts for staff in the event of whistleblowing concerns.
- Systems for record keeping in respect of recruitment of staff were in place for all staff; for the sample of records of staff recruitment we checked, all required documents were present.
- Infection control audit was carried out and a process for highlighting action points was in place so these could be acted upon. For example, in respect of the maintenance of dental unit water lines and the flushing regime applied to them. This was in place and observed by all staff.
- Systems and processes to ensure required servicing of equipment was carried out, were in place and operating effectively.
- Systems to manage the receipt of essential safety alerts, for example from the Medicines and Healthcare Products Regulatory Agency (MHRA) were in place and we could see these could be shared with all staff, and accessed at any time, should staff need to review these.
- Processes to ensure required audits were completed were in place. There had been a full radiography and antibiotic audit carried out at the practice.