

J S and N S Roopra

# Highgrove Dental Care

## Inspection Report

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### Overall summary

We undertook a follow-up desk based focused review of Highgrove Dental Care on 6 August 2020.

This review was carried out to assess 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 review was carried out by a CQC inspector who had remote access to a specialist dental adviser.

We undertook a comprehensive inspection on 19 November 2019 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 and well-led care and was in breach of Regulations 15, 17 and 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

You can read our report of that inspection by selecting the link for Highgrove Dental Care 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 areas where improvement was required.

This desk-based review was undertaken during the Covid 19 pandemic.

Due to the demands and constraints in place because of Covid 19 we reviewed the action plan and asked the provider to confirm compliance after a reasonable interval, focusing on the areas where improvement was required.

#### As part of this review 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 breaches we found at our inspection on 19 November 2019.

##### 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 19 November 2019.

#### Background

# Summary of findings

Highgrove Dental Care is in Reading and provides NHS and private dental care and treatment for adults and children. There is level access to the practice, via a ramp, for people who use wheelchairs and those with pushchairs.

Car parking spaces, including dedicated parking for disabled people, are available near the practice.

The dental team includes two dentists, two dental nurses, one dental hygienist and a receptionist. The practice has two treatment rooms.

The practice is owned by an individual who is the principal dentist. They 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 practice is open:**

- Monday, Wednesday, Thursday and Friday 8.00am to 4.00pm
- Tuesday 10.00am to 7.00pm.

## **Our key findings were:**

- The provider ensured that the premises used by the service were properly maintained.
- Systems and processes were put in place to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk.
- Recruitment procedures were established to ensure only fit and proper persons are employed.

# Summary of findings

## The five questions we ask about services and what we found

We asked the following question(s).

### **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 breaches we found at our inspection on 19 November 2019.

**No action**



### **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 19 November 2019.

**No action**



# Are services safe?

## Our findings

We found that this practice was providing safe care and was complying with the relevant regulations.

At our previous inspection on 19 November 2019 we judged the provider was not providing safe care and was not complying with the relevant regulations.

We told the provider to take action as described in our requirement notice.

At the follow-up desk based review on 6 August 2020 we found the practice had made the following improvements to comply with the regulations:

- Emergency escape routes were cleared and signed appropriately.
- Emergency lighting was upgraded and tested.
- An electrical fixed wiring risk assessment was carried out.
- Portable appliance testing (PAT) was carried out.

# 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 19 November 2019 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 follow-up desk based review on 6 August 2020 we found the practice had made the following improvements to comply with the regulations:

- Systems were established to ensure staff followed infection prevention and control guidelines issued by the Department of Health in the Health Technical Memorandum 01-05: Decontamination in primary care dental practices. The most recent infection prevention and control audit confirmed this.
- Sharps procedures were improved to ensure they complied with the Health and Safety (Sharp Instruments in Healthcare) Regulations 2013. Specifically, staff used the correct personal protective equipment when manually cleaning instruments.
- Prescriptions were logged at the practice.

- Hepatitis B immunity was checked for all staff.
- Audits of patient dental care records were carried out for all relevant staff.
- Systems were established to ensure only fit and proper persons are employed. The practice introduced a staff recruitment procedure and sent us evidence of the checks missing at our inspection in November 2019. These included a health assessment and evidence of conduct in previous employment.
- No new staff had been recruited since our inspection but if used correctly this procedure would ensure that appropriate checks were completed prior to new staff commencing employment at the practice.

### **The practice had also made further improvements:**

- Prescribing of antibiotic medicines took into account the guidance provided by the Faculty of General Dental Practice.
- The service took into account the needs of disabled patients by providing a hearing loop system at reception.

These improvements showed the provider had taken action to improve the quality of services for patients and comply with the regulations when we carried out a follow-up desk based focused review on 6 August 2020.