

Stanstead Road Dental Practice Limited

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Inspection Report

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Overall summary

We undertook a follow up focused inspection of Stanstead Road Dental Practice on 9 December 2019. 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 accompanied by a specialist dental adviser.

We undertook a comprehensive inspection of Stanstead Road Dental Practice on 9 May 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 or well led care and was in breach of Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. These included Regulation 12 - Safe care and treatment and Regulation 17 - Good governance. You can read our report of that inspection by selecting the 'all reports' link for Stanstead Road Dental Practice on our website www.cqc.org.uk.

As part of this inspection we asked:

- Is it safe?
- Is it well-led?

When one or more of the five questions are not met we require the service to make improvements.

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 9 May 2019.

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 9 May 2019.

Background

Stanstead Rd Dental Practice Limited is in the London borough of Lewisham and provides NHS and private

Summary of findings

dental treatment to adults and children. There is level access for people who use wheelchairs and those with pushchairs. Car parking spaces are available near the practice for limited periods during the day.

The dental team includes three dentists, two dental nurses, one trainee dental nurse, two receptionists, one practice manager.

The practice is owned by a company and as a condition of registration must have a person registered with the Care Quality Commission 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 registered manager at Stanstead Rd Dental Practice Limited is one of the company directors. A registered manager is legally responsible for the delivery of services for which the practice is registered

Our key findings were:

- Staff knew how to deal with emergencies. Appropriate medicines and life-saving equipment were available.
- The provider had systems to help them manage risk to patients and staff.
- The clinical staff provided patients' care and treatment in line with current guidelines.
- The appointment system took account of patients' needs and emergency provision.
- The provider had effective leadership and a culture of continuous improvement.
- Staff felt involved and supported and worked as a team.
- The provider asked staff and patients for feedback about the services they provided.
- The provider had information governance arrangements.
- The practice had arrangements for receiving and responding to patient safety alerts, recalls and rapid response reports issued by the Medicines and Healthcare products Regulatory Agency, the Central Alerting System and other relevant bodies, such as Public Health England.

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 our previous inspection on 9 May 2019 we judged the practice 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 inspection on 9 December 2019 we found the practice had made the following improvements to comply with the regulation:

- A new gas boiler had been fitted.
- The practice had carried out a rewiring of the electrical wiring of the practice.
- The air conditioning unit and oxygen cylinder had been serviced.
- The practice had registered with the Health and Safety (HSE) for radiograph (X-ray) equipment, which had been newly installed.
- There were appropriate medicines and equipment to manage medical emergencies.

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 9 May 2019 we judged the practice 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 9 December 2019. We found the practice had made the following improvements to comply with the regulations:

- Radiography audits and infection prevention and control and Disability Access audit had been undertaken in line with current legislation and national guidance.
- Risk assessments for fire safety, Legionella and sharps had been undertaken.

- Prescription pads were kept securely.
- Dental records were electronic, and password protected.
- There was a log of prescriptions kept at the practice to monitor prescription use and to minimise the risk of misuse.
- There were regular staff meetings undertaken.
- There was a system in place to undertake staff appraisals.
- There was a system in place for recording and managing clinical incidents, safety and significant events.
- Policies and procedures were up to date.
- Roles and systems of accountability to support governance and management were clearly defined

These improvements showed the provider had taken action to improve the quality of services for patients and comply with the regulations when we inspected on 9 December 2019.