

Mr Richard Latchford

Latchford Dental Surgery

Inspection report

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Overall summary

We undertook a follow up focused inspection of Latchford Dental Surgery on 19 April 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 Latchford Dental Surgery on 19 October 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 Latchford Dental Surgery 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 areas 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 regulation.

The provider had made improvements in relation to the regulatory breach we found at our inspection on 19 October 2022.

Summary of findings

Background

Latchford Dental Surgery is in Bedford and provides private dental care and treatment for adults and children.

There are two steps leading to the practice although access to the practice for people who use wheelchairs and those with pushchairs is provided using a ramp to the ground floor surgery. Car parking spaces are available near the practice. The practice has made some adjustments to support patients with additional needs.

The dental team includes 6 dentists, including specialists in Orthodontics, Endodontics, Periodontics and Prosthodontics, 5 dental nurses including 1 temporary dental nurse, 2 dental hygienists, 1 receptionist, an administrative assistant, a secretary who works offsite, and an accounts manager. The practice has 5 treatment rooms, one of which is on the ground floor.

During the inspection we spoke with 2 dentists, 3 dental nurses, and the administrator. We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday to Friday from 8.45am to 5pm.

There was an area where the provider could make improvements. They should:

- Take action to ensure audits of antimicrobial prescribing and record keeping are undertaken at regular intervals to improve the quality of the service. Practice should also ensure that, where appropriate, audits have documented learning points and the resulting improvements can be demonstrated.

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 19 April 2023 we found the practice had made the following improvements to comply with the regulation:

- An additional assessment to identify the risks associated with Legionella and other bacteria developing in the water systems had been undertaken by a competent person in November 2022 and we saw that the recommended actions had been completed. This including undertaking monthly water temperature checks and introducing the use of appropriate disinfectant products in the water supply to the dental units.
- The provider had implemented an effective system for ensuring all staff were fully protected against the Hepatitis B virus.
- The provider had effective oversight to ensure that all the staff had received appropriate training to undertake their role for example, in the safeguarding of children and vulnerable adults, infection prevention and control, radiation, basic life support, immediate life support, sepsis and mental capacity act.
- Fire evacuation drills had been introduced and staff had completed training in fire safety.
- Audits of radiography, and infection control were undertaken at recommended intervals to improve the quality of the service although there was scope to improve these by including documented action plans and opportunities for learning.

The practice had also made further improvements:

- The practice had improved infection control procedures and protocols taking into account the guidelines issued by the Department of Health in the Health Technical Memorandum 01-05: Decontamination in primary care dental practices and having regard to The Health and Social Care Act 2008: 'Code of Practice about the prevention and control of infections and related guidance'. In particular, this included the appropriate storage of sterilised instruments, and the provision of separate facilities for handwashing and manual cleaning of used dental instruments in the decontamination room.