

Wittering Dental Centre

RAF Wittering, Peterborough, PE8 6HB

Defence Medical Services inspection report

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information given to us by the practice and patient feedback about the service.

Are services safe?	Improvements required	X
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Summary

About this inspection

We carried out an announced comprehensive inspection of Wittering Dental Centre on 1 October 2019. There were no actions required for the effective, caring, responsive and well-led key questions. However, improvement was required for the safe key question.

A copy of the report from the previous inspection can be found at:

www.cqc.org.uk/dms

An announced follow up desk-based inspection was undertaken on 25 November 2020. This report covers our findings in relation to the outstanding recommendations.

As a result of this desk-based inspection we found that remedial work had not been completed and so the dental centre was still not safe in accordance with CQC's inspection framework.

Defence Medical Services (DMS) are not registered with the CQC under the Health and Social Care Act (2008) (Regulated Activities) Regulations 2014 and are not required to be. Consequently, DMS services are not subject to inspection by the CQC and the CQC has no powers of enforcement. This inspection is one of a programme of follow-up inspections that the CQC will complete at the invitation of the Surgeon General in his role as the Defence Authority for healthcare and medical operational capability.

At this inspection we found:

- All staff members had access to the Automated Significant Event Reporting (ASER) system.

The Chief Inspector recommends:

- Completion of the planned work on the infrastructure and facilities used for the decontamination of dental equipment to meet the minimum standards issued by the Department of Health - Health Technical Memorandum (HTM) 01-05: Decontamination in primary care dental practices and The Health and Social Care Act 2008: 'Code of Practice about the prevention and control of infections and related guidance'.

Dr John Milne MBE BChD, Senior National Dental Advisor

(on behalf of CQC's Chief Inspector of Primary Medical Services and Integrated Care)

Our Inspection Team

This inspection was undertaken by a CQC inspector.

Background to Wittering Dental Centre

Located in Cambridgeshire, Wittering Dental Centre is a three chair practice providing a routine, preventative and emergency dental service to a military population of 1,020 service personnel. Patients are referred locally to Stamford and Rutland Hospital for panoramic radiography or Fitzwilliam Hospital in Peterborough for oral surgery and medicine. Specialist referrals are made to the Centre for Restorative Dentistry in Aldershot.

The dental centre is open Monday to Thursday 08:00-17:00 and Friday 08:00-14:00.

At the time of the inspection the staff team comprised:

Senior Dental Officer (SDO)	one
Unit Dental Officer (UDO)	two
Military practice manager	one
Civilian dental nurses	two
Military dental nurse	one
Dental hygienist	one

Are services safe?

We found that this practice was not safe in accordance with CQC's inspection framework

Following our previous inspection, we identified actions required by the practice for providing safe services. The actions were in relation to risks associated with all staff members not having access to the ASER system and the arrangements for infection prevention and control (IPC) that did not meet the minimum requirement laid out in HTM 01-05.

Reporting, learning and improvements from incidents

At the previous inspection we noted that temporary healthcare workers did not have access to the ASER system. At this inspection we received evidence to show that all staff members had access and were able to report and review significant events. Although no temporary healthcare workers were employed at the time of inspection, the induction process had been amended to ensure that temporary staff were given access to the reporting system as part of their induction.

Infection control

At the previous inspection we saw that the infection prevention and control (IPC) policy was not displayed and not all staff were familiar with the content. The IPC lead had not completed relevant training for the role and there were no specialist gloves in the room used by the hygienist. Decontamination of instruments took place in the dental surgery but there was insufficient space to store dirty instruments and no clear demarcation of the flow from dirty to clean.

At this inspection we saw evidence to show that arrangements had been strengthened, but that additional improvements were still required.

A dedicated IPC notice board had been introduced and was supported by staff training which included IPC policy update training every six months. The IPC lead had completed role specific training and the terms of reference had been updated and signed.

All staff have been issued with latex free heavy duty gloves to use whilst undertaking decontamination of instruments. Staff are issued their own gloves which are labelled with their name to ensure that they are not shared. The gloves are dated and changed periodically or when they are no longer usable.

A temporary central sterile services department (CSSD) had been implemented whilst the practice waited for a new one to be built. However, there was no air extraction system and sinks and taps did not meet minimum requirements laid out in HTM 01-05. A statement of need for a new CSSD had been submitted to the unit command but had not yet been approved and so work had not yet commenced.