

Mr. Wai Yeap

West Norwood Dental Surgery

Inspection Report

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Date of inspection visit: 8 January 2020
Date of publication: 02/03/2020

Overall summary

We undertook a follow up focused inspection of West Norwood Dental Surgery on 8 January 2020. 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 West Norwood Dental Surgery on 30 October 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 regulation of 12 -Safe care and treatment and Regulation 17 - Good governance under 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 West Norwood Dental Surgery 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 and send us an action plan. We then inspect again after a reasonable interval, focusing on the area where improvement was required.

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 30 October 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 30 October 2019.

Background

West Norwood Dental Surgery is in West Norwood and provides NHS and private treatment to adults and children.

Summary of findings

Car parking spaces, including some for blue badge holders, are available near the practice.

The dental team includes a dentist and a trainee dental nurse. The practice has one treatment room and decontamination area.

The practice is owned by an individual who is the principal dentist there. 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.

During the inspection we spoke both with the dentist and the trainee dental nurse. We looked at practice policies and procedures and other records about how the service is managed.

Our key findings were:

- The practice had recruited a new trainee dental nurse and had details of the training course the trainee nurse was attending
- The practice had serviced pressure valves and other equipment used
- The practice had undertaken an electrical condition report and Gas safety check.
- The practice had purchased new firefighting equipment

- There were appropriate medicines to deal with medical emergencies
- The dentist had made the decision to stop carrying out domiciliary care services.
- The ripped floor lining in the treatment room had been repaired and new carpet had been ordered for the reception area
- **The practice had carried out radiography** and infection control audits.
- The practice had a complaints policy and complaints leaflet that advised patients how to make complaints
- The practice had undertaken a sharps risk assessment

There were areas where the provider could make improvements. They should:

- Review the practice protocols regarding audits for prescribing of antibiotic medicines taking into account the guidance provided by the Faculty of General Dental Practice.
- Review the practice protocols regarding auditing patient dental care records to check that necessary information is recorded.

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 28 October 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 8 January 2020 we found the practice had made the following improvements to comply with the regulation(s):

- The practice was recording water temperatures
- At the previous inspection the provider had not given assurance that they had undertaken appropriate recruitment checks for staff. At this inspection we found that the practice had one member of staff, a trainee nurse. We found the appropriate checks had been undertaken including criminal record checks, references and evidence that they were on an appropriate training course.
- The practice had serviced pressure valves and other equipment used. For example, the autoclave had been serviced in November 2019.
- The practice had undertaken electrical condition report and Gas safety checks.

- At the last inspection we found that the practice firefighting equipment had not been serviced. At this inspection we found that the practice had purchased new firefighting equipment.
- At the last inspection we found that improvements were required to the medical emergency kit. At this inspection we found there were appropriate medicines to deal with medical emergencies. For example, out of date emergency medicine to manage anaphylaxis found at the last inspection had been replaced.
- The dentist had made the decision to stop carrying out domiciliary care
- At the last inspection we found that there was a rip in the floor lining in the treatment room and a rip in the carpet in the waiting area that was a trip hazard. At this inspection we saw that the rip in the lino had been repaired and new carpet had been ordered for the reception area.
- At the last inspection we found that improvements were required to the practice safeguarding policy and arrangements. At this inspection we found there was an updated safeguarding policy and the dentist had undertaken safeguarding training.

These improvements showed the provider had taken action to comply with the regulation(s): when we inspected on 8 January 2020.



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 30 October 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 inspection on 8 January 2020 we found the practice had made the following improvements to comply with the regulations.

- The dentist had obtained information about and showed a general understanding of the Mental Capacity Act 2005 (MCA)
- At the previous inspection we found that the practice had not undertaken audits of key areas of work. At this

inspection we found the practice had carried out radiography and infection control audits. However, the practice was still not undertaking antimicrobial or record keeping audits. The dentist told us they were going to undertake these audits in the future.

- The practice had a complaints policy and complaints leaflet that advised patients how to make complaints. The leaflets were made available to patients in the waiting area of the practice.
- There was evidence the dentist was up to date with their training including safeguarding children and vulnerable adults and radiography.

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 8 January 2020.