

Divine Dental Care Limited

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Inspection report

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Overall summary

We undertook a follow up focused inspection of Divine Dental Care Ltd on 10 January 2024. 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 Divine Dental Care Ltd on 18 July 2023 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 Divine Dental Care Ltd 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 regulations.

The provider had made improvements in relation to the regulatory breach we found at our inspection on 18 July 2023.

Summary of findings

Background

Divine Dental Care Ltd is in St Albans and provides private dental care and treatment for adults and children.

There is a small step into the practice with a portable ramp for people who use wheelchairs and those with pushchairs. Car parking spaces are available near the practice. The practice has made reasonable adjustments to support patients with access requirements.

The dental team includes the principal dentist and 2 associate dentists, 1 dental nurse, 1 trainee dental nurse, 2 dental hygienists and 1 receptionist. The practice has 2 treatment rooms.

During the inspection we spoke with the principal dentist and dental nurse. We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday to Thursday from 9am to 5.30pm

Friday from 8am to 2pm.

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 10 January 2024, we found the practice had made the following improvements to comply with the regulations:

- The provider had ensured that all the staff had received appropriate training to undertake their role, including safeguarding of children and vulnerable adults and fire awareness training.
- Recently recruited staff had received a formalised induction.
- We saw evidence to show the provider had improved their procedures to effectively mitigate the risks associated with fire in line with Fire Safety Legislation. For example, the smoke alarms were tested weekly and fire evacuation drills were performed.
- The provider had obtained the medicines and equipment to manage a medical emergency so that they were in line with Resuscitation Council UK guidance. For example; the medicine for managing low blood sugar (glucagon), oropharyngeal airways, and clear face masks for use with the self-inflating bag.
- We saw that monthly hot and cold-water temperature testing to reduce the risk of legionella or other bacteria developing in the water supply had been implemented.
- We saw that the provider had improved their processes for the dispensing of medicines to ensure that medicines were dispensed of safely and securely. In particular, labelling of containers used for dispensing medicines included the contact details of the practice and patients were provided with written information about the medicines they were dispensed.
- Substances hazardous to health identified by the Control of Substances Hazardous to Health Regulations 2002 were stored securely in the practice.

The practice had also made further improvements:

- The practice had recruited 2 new members of staff since our last inspection. We saw that recruitment procedures were in line with Schedule 3 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. In particular, satisfactory evidence of conduct in previous employment for staff had been obtained.
- We saw evidence that infection prevention and control audits were undertaken 6 monthly in line with guidance and that audits of record keeping and antimicrobial prescribing had been implemented.