

Halton Dental Centre

Aylesbury HP22 5PG

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?	No action required	✓
Are services effective?	No action required	✓
Are services caring?	No action required	✓
Are services responsive?	No action required	✓
Are services well led?	No action required	✓

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Summary

About this inspection

We previously carried out an announced comprehensive inspection of Halton Dental Centre in February 2023. We found the practice was effective, caring, responsive and well-led in accordance with CQC’s inspection framework. However, improvements were required in the safe domain. An announced follow-up inspection was undertaken on 4 January 2024 to see if the recommendations made at the previous inspection had been met.

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

www.cqc.org.uk/dms

As a result of the inspection we found improvements had been made in accordance with CQC’s inspection framework.

CQC does not have the same statutory powers with regard to improvement action for the Defence Medical Services (DMS) under the Health and Social Care Act 2008, which also means that the DMS is not subject to CQC’s enforcement powers. However, as the military healthcare Regulator, the Defence Medical Services Regulator (DMSR) has regulatory and enforcement powers over the DMS. DMSR is committed to improving patient and staff safety and will ensure implementation of the CQC’s observations and recommendations.

This inspection is one of a programme of inspections that CQC will complete at the invitation of the DMSR in their role as the military healthcare regulator for the DMS.

Background to this practice

Located in Aylesbury, Halton Dental Centre is a 4-chair practice providing a routine, preventative and emergency dental service to a military population of approximately 1,026 service personnel.

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

Out-of-hours arrangements are in place through a duty dental officer who is contactable 24 hours a day 7 days a week. This duty rotates around the Central and Wessex (CWX) Region Dental Officers and nurses.

The staff team at the time of inspection

Senior Dental Officer	1
Civilian Dentist	1

Dental Hygienist	1
Dental Nurses	2 civilian, 1 military
Practice Manager	1

Our Inspection Team

This inspection was undertaken by a CQC inspector.

How we carried out this inspection

During the inspection we spoke with the Senior Dental Officer. We checked the building, facilities and looked at records relating to the management of Legionella.

At this inspection we found:

The building was well kept and had been redecorated. Storage had improved and excess stock was kept safely.

Systems for the management of legionella had been strengthened, including an updated legionella risk assessment which provided clear information and how to resolve risks pertaining to routine checks including water safety checks.

Mr Robert Middlefell BDS

National Professional Advisor for Dentistry and Oral Health

Our Findings

Are Services Safe?

Monitoring health & safety and responding to risks

At the last inspection we saw the building was old and needed some repair. We saw flaking paint on the walls in some surgeries and in the waiting room. This had been identified as a risk within the infection prevention and control (IPC) audit. We were told no statement of need had been raised for the repair as this was regarded as 'self-help' and the request would be rejected. At this inspection we saw the dental centre had since been redecorated and was in good order with all areas looking clean and fresh there was no flaking paint or areas needing repair.

At the previous inspection we found there was little space for storage. For example, we saw the cleaning cupboard located in a corridor outside a surgery had excess stock of cleaning rolls piled beside it. There was minimal storage for consumables, such as syringes, and these were also kept in corridor or in the laboratory. At this inspection we saw new cupboards had been built and all excess stock was locked away. The cleaning cupboard had been relocated and there was no excess stock in the corridors.

The most recent legionella risk assessment for the building had been undertaken in February 2021. An updated one was due to be undertaken in the near future as a new boiler and some new pipework had been fitted. Staff flushed through all taps in the building every week. The sentinel water outlets (nearest and furthest outlets from hot and cold-water tanks) were checked each month by the property management team.

At the previous inspection no water safety records were evident. Staff told us the dental centre was given no formal assurances by the property team that the temperatures were in the correct range to minimise the risk of legionella in the water system. At this inspection we saw the dental centre held a spreadsheet that showed all of the water safety checks made by the external facilities team. It included the areas tested and the temperatures found. The Senior Dental Officer (SDO) had established a good relationship with the facilities team and, although the water safety records still had to be requested by the practice, there was no barrier to these being obtained. The SDO confirmed they would request these records every 3 months.