

Blandford Dental Centre

Royal School of Signals, Blandford Camp, Dorset, DT11 8RH

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	✓
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Summary

About this inspection

We carried out an announced comprehensive inspection of Blandford Dental Centre on 16 August 2022. An announced follow up inspection was undertaken on 26 October 2023 to see if the recommendations made at the previous inspection had been met. Whilst improvements had been made 2 issues remained outstanding. A follow up inspection was undertaken on 01 October 2024 to follow up on these.

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

www.cqc.org.uk/dms

As a result of the inspection, we found the practice was safe in accordance with CQC's inspection framework.

CQC does not have the same statutory powers with regard to improvement action for Defence delivered healthcare under the Health and Social Care Act 2008, which also means that Defence delivered healthcare 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 Defence delivered healthcare. DMSR is committed to improving patient and staff safety and will take appropriate action against 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 Dorset, Blandford Dental Centre is a three-chair practice providing a routine, preventative and emergency dental service to a military population of 1,300 service personnel.

The dental centre is open Monday to Thursday 07:45-16:30 and Fridays from 08:00 to 12:30.

Out-of-hours arrangements are in place through a duty dental officer.

The staff team

Dentist	One civilian dentist (four days) One civilian dentist (three days)
Dental nurses	Two civilian dental nurses Two locum dental nurses
Dental hygienist	One (locum)
Practice manager	One

Our Inspection Team

This inspection was undertaken by a CQC inspector.

How we carried out this inspection

The follow up inspection was carried out remotely. Prior to the inspection we reviewed information about the dental centre provided by the practice and the Defence Medical Services Regulator. We looked at records and correspondence related to the outstanding issues.

At this inspection we found:

The dental centre had substantially improved health and safety systems required in the management of clinical waste and systems were now safe.

Routine water safety checks assurances were in place to ensure patient and staff safety.

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 previous inspection we found that the dental centre could not obtain water temperature records to ensure patient safety. Staff told us the dental centre were 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.

Staff did all they could to ensure water safety including flushing through all taps in the building every week. A legionella risk assessment for the building had been undertaken in November 2023 with another due next month. The sentinel water outlets (nearest and furthest outlets from hot and cold-water tanks) were checked each month by the property management team (VIVO).

Since the previous inspection a meeting was held with Garrison representatives including the quartermasters office, Defence Infrastructure Organisation (DIO) and VIVO to discuss legionella and clinical waste. The DIO agreed to provide water testing results on a monthly basis for both hot and cold outlets including sentinel taps. When a reading was found to be outside of acceptable parameters the DIO would keep the practice manager informed of action taken and outcomes. The practice had now received, and held, all results from January 2024, the legionella action plan, the risk assessments and evidence of action taken when the water tests had exceeded parameters.

Infection control

At the previous inspection we found the storage and disposal of clinical waste products, including amalgam, sharps, extracted teeth and gypsum had improved but the practice manager was still having to monitor the situation having frequent meetings and conversations with the contractor and the health and safety representatives within the camp. Since then, the dental central has made significant changes to the management of clinical waste. This included updating all staff in the correct management of clinical waste. New staff had a through induction that included this information. The dental centre and medical centre waste had been segregated to allow for better management. The practice manager had access to the clinical waste portal and received quarterly reports. The process for waste being collected had improved as the contractor had previously, on occasion, taken waste without giving or collecting any paperwork or consignment notes. The waste bins had been secured so that the contractor had to ask for another key, to open the bins from the dental centre.

There has been a vast improvement in collections from the contractor. Consignment notes were now accurate and consistent. Moving forward, the DIO had agreed to initiate a clear standard operating procedure detailing how to report clinical waste issues and how feedback of outcomes would be provided to the dental centre, DIO and the camp contractor (ESS) had both initiated monthly clinical waste audits whereby they visited the

facility and cross referenced the dental log with consignment notes and staff had the opportunity to raise any concerns. This was being kept under review by the practice manager.

The tenacity and dedication of the practice manger to make improvements over time in regard to the health and safety of the patients and staff at the dental centre had been crucial in fostering a culture of continuous improvement and well-being for all. They had remained persistent in addressing concerns demonstrating the value of safety improvements and involving all relevant parties. This was commendable.