

## Monitoring Summary Record

**M D Surgery Limited**

**1-2252448674**

### **Location / Core Service address**

Moreton Dental  
Mann Cottage  
Oxford Street  
Moreton In Marsh  
GL56 0LD

CQC continues to develop its approach to monitoring with a focus on safety, access and leadership.

We have reviewed the information and data made available to us about your service on 15/01/2021.

We consider that no further regulatory activity is indicated at this time. We reserve the right to keep this under review and it may be subject to change. Please note this is not an assessment for the purposes of section 46 of the Health and Social Care Act 2008.

This monitoring activity is part of our transitional regulatory approach and is not an inspection. Monitoring summary records are not inspection reports and are not published on our website. They are an account of our monitoring. We do not expect them to be shared publicly to give assurance on the quality of care you deliver.

You can [read about our transitional regulatory approach.](#)

This summary record outlines what we found as a result of our monitoring activity:

On the 15 January 2021 a transitional monitoring approach call was held between the provider and a CQC oral health Inspector.

### **SAFE**

These included safeguarding policies and procedures, staff completed safeguarding training and staff demonstrated a good understanding of the different types of abuse. They had systems in place to deal with medical emergencies which reflected nationally recognised guidance.

Infection prevention and control procedures reflected nationally recognised guidance. There were systems in place to reduce the risks associated with the transmission of Covid-19. There were systems in place for staff to report significant events and incidents, these were investigated and acted on appropriately. There were enough suitably qualified staff to treat patients safely and effectively.

Protocols were in place to triage patients and make onward referrals if necessary.

The dentists followed nationally recognised guidance when prescribing medicines. There were systems in place to ensure the security of prescription pads and medicines. Staff checked medicines to ensure they did not pass their use by date.

## EFFECTIVE

Staff kept up to date with current evidence-based practice. The clinicians provided care in line with current guidance.

New staff received a structured induction. Staff were encouraged to complete training relevant to their role and updated as necessary.

Staff provided oral health advice to patients. Self-care advice was provided to patients in respect of Covid-19.

## CARING

Staff described how they identified and communicated with patients or their carers who needed extra support.

The clinicians supported patients to make decisions about their care. Patients were able to feedback to the service through telephone, email and the website

## RESPONSIVE

The service took into account patients individual needs when providing treatment. There was a system in place to highlight patients who were vulnerable. They offered translation services and offered information both electronically and written.

The service prioritised urgent treatment for patients in pain. They described how they were triaging patients who were currently in course of treatment and their need for routine examinations.

## WELL-LED

All staff had been risk assessed to ensure they are safe during Covid-19. There were arrangements in place for any staff required to self-isolate. Staff we spoke with felt supported, respected and valued.

There were contingency plans in place in the event of an outbreak at the service. Quality assurance processes were effective including regular audit and staff

supervision. Equipment (including X-ray equipment) was maintained according to legislation, guidance and manufacturers guidance.

Staff were encouraged to provide feedback about the service could run better and raise concerns if required. Staff were encouraged to complete training relevant to their roles and this was actively monitored by management.