

Mount Pleasant Dental Centre

Falkland Islands

Defence Medical Services inspection report

This report describes our judgement of the quality of care at this service. It is based on information given to us by the practice.

Are services safe?	Action required	X
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Summary

About this inspection

We previously carried out an announced comprehensive inspection of Mount Pleasant Dental Centre on 21st and 22nd March 2024. We found that action was required to ensure a safe service was being provided. We found no actions were required within the effective, caring, responsive and well led key questions.

A remote follow up inspection was undertaken on 17 March 2025 to follow up on previous recommendations.

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 the practice was not safe 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 CQC's observations and recommendations.

This assurance visit 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

Mount Pleasant Dental Centre is located in the medical centre on Mount Pleasant complex on the Falkland Islands. The dental centre is a 2-chair practice currently run by a single dentist (with the second surgery used as the central sterile supply department (CSSD), providing routine, preventative and emergency dental services to a military and civilian population of approximately 1017 service personnel and 1347 civilians. The dental centre is open Monday to Friday from 08:00 to 16:00hrs Saturday 08:00 to 12:00hrs. Out-of-hours (OOH) arrangements are in place through a duty dental officer who is contactable 24 hours a day and 7 days a week.

The staff team

Dentist	One Senior Dental Officer (SDO)
Dental nurses	One military dental nurse
Receptionist	One
Practice manager	One military practice manager/dental nurse

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 provided by the practice. We looked at records and correspondence related to the outstanding issues.

At this inspection we found:

The infrastructure (specifically the CSSD) at Mount Pleasant Dental Centre was not appropriate for the provision of a dental service. Staff had recognised this and were using the CSSD as a dental laboratory. They had adapted the second dental surgery for use as a CSSD in order to comply with national practice guidelines for the decontamination of dental instruments, although equipment had been squeezed into a small space which was not ideal for safe use.

All staff had received training through the Defence Learning Environment in the management of asbestos in the workplace. Staff induction included a training link to this and it is also included in handover/takeover notes.

The Chief Inspector recommends to Defence Primary Healthcare (DPHC) and Station Teams:

Ensure that the building is appropriate and safe for the provision of dental care and follows the guidelines issued by the Department of Health - Health Technical Memorandum 01-05: Decontamination in primary care dental practices and The Health and Social Care Act 2008: 'Code of Practice about the prevention and control of infections and related guidance'. This should include the provision of a CSSD which is fit for purpose. Any refurbishment should include the safe removal of the asbestos associated with the fittings to the sink pipework.

Mr Robert Middlefell BDS

National Professional Advisor for Dentistry and Oral Health

Our Findings

At the last inspection, we rated the dental centre as 'action required' for providing safe services. This was because of several issues.

The infrastructure (specifically the CSSD) at Mount Pleasant Dental Centre was not appropriate for the provision of a dental service.

Staff were unaware of issues pertaining to asbestos.

Consider the installation of a reverse osmosis water machine.

At this inspection we found that the dental centre had addressed issues positively and improvements had been made. Where issues needed escalating, this had been completed.

Are Services Safe?

Reliable safety systems and processes (including safeguarding)

At the last inspection we looked at the practice's arrangements for the provision of a safe service. A risk register was maintained, and a range of risk assessments were in place, including for the premises, staff and legionella. We were shown around the building by the custodian (the practice manager for the medical centre) and they confirmed that asbestos was present in the dental laboratory. We discussed this with the dental team who were unaware of the presence of asbestos. We were shown that risk assessments had been undertaken by the station team and that the asbestos had been risk assessed as stable.

We requested that the practice manager should immediately receive training around the management of asbestos in the workplace and be made aware of the location of the asbestos (and how to work around it) as part of their induction. We required all staff working in the dental centre be made aware of the asbestos present in the building as part of their induction and receive training around the management of asbestos in the workplace.

At this inspection we were sent evidence showing that training had been delivered to all personnel through the Defence Learning Environment. New staff induction now included the training link to this and it was included in handover/takeover notes.

Infection control

At the last inspection we recognised the need for a separate decontamination facility, this had also been highlighted on internal audits, identifying non-compliance, against accepted standards as per the Health Technical Memorandum decontamination in primary care dental practices, and Joint Service Publication 409.

We saw that the dental laboratory was not an appropriate clinical environment as surfaces, fixtures and fittings could not be kept sterile. The second surgery acting as the central sterile services department (CSSD) was cramped and cluttered with decontamination equipment close to the edges of surface tops: it was hard to find space to place items to be cleaned and difficult to maintain clean and dirty areas. The dental chair in the middle of this second surgery was a potential trip hazard which was a risk for staff who had to carry sharp and contaminated items.

Following the inspection, a statement of need (SON) was submitted, this was then updated and re submitted in June 2024. The request was made for a fully compliant CSSD including removal of asbestos from the room to conform to current building standards. The was raised again in February 2025 following direction from the 2* Director of Defence Medical Services. The dental centre was awaiting confirmation from the Office Commanding Estate Management Squadron on the timeline for this to begin.

Monitoring health & safety and responding to risks

Overseas locations had not been included in the quarterly water testing schedule due to location and the posting timeframes. The team therefore relied on dip slides to ensure water quality. There was no Aquastat (a device used in hydronic heating systems for controlling water temperature) in use due to a defect. The dental team used alcohol distillers to produce distilled water. They used distilled water from another department on station when they required more water than they could produce and as a contingency if the machines were to become unserviceable. Following the inspection an SON was raised for the purchase of a reverse osmosis machine (a water purification system). This was ongoing.