

Whitecross Dental Care Limited

Mydentist, Broad Street Plaza, Halifax

Inspection report

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Overall summary

We undertook a follow up focused inspection of Mydentist, Broad Street Plaza, Halifax on 20 June 2023. 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 responsive focused inspection of Mydentist, Broad Street Plaza, Halifax on 2 March 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 Mydentist, Broad Street Plaza, Halifax 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. In addition to reviewing the improvements made since our last inspection in relation to the practice providing well-led care, we also inspected the practice to ensure they were providing effective, caring and responsive care, which had not been assessed at the previous inspection.

As part of this inspection we asked:

- Is it effective?
- Is it caring?
- Is it responsive to people's needs?

Summary of findings

- Is it well-led?

Our findings were:

Our findings were:

- Clinical staff provided patients' care and treatment in line with current guidelines.
- Patients were treated with dignity and respect. Staff took care to protect patients' privacy and personal information.
- Staff provided preventive care and supported patients to ensure better oral health.
- The appointment system worked efficiently to respond to patients' needs.
- The frequency of appointments was agreed between the dentist and the patient, giving due regard to National Institute of Health and Care Excellence (NICE) guidelines.
- Staff and patients were asked for feedback about the services provided.
- Improvements were needed to ensure complaints were dealt with positively and efficiently.
- The practice had information governance arrangements.

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 2 March 2023.

Background

The provider is part of a dental group, with multiple practices. This report is about Mydentist, Broad Street Plaza, Halifax. The practice is in Halifax in West Yorkshire and provides NHS and private dental care and treatment for adults and children.

There is step free access to the practice for people who use wheelchairs and those with pushchairs. The practice is located close to local transport routes and car parking spaces are available near the practice. The practice has made reasonable adjustments to support patients with access requirements.

The dental team includes 1 specialist, 25 dentists, 17 dental nurses, 2 decontamination nurses, 10 trainee dental nurses, 1 orthodontic therapist, 2 dental therapists, 1 dental hygienist, 2 treatment coordinators, 1 practice manager, 8 receptionists and 2 support staff. The practice has 17 treatment rooms.

During the inspection we spoke with numerous members of the team, the practice manager, the area manager, a regional regulatory officer and the lead regulatory officer who were visiting the practice. We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday to Thursday from 8am to 8pm

Friday from 8am to 6pm

Saturday from 9am to 5pm

Summary of findings

Sunday from 10am to 4pm

There were areas where the provider could make improvements. They should:

- Improve the practice's complaint handling procedures and establish an accessible system for identifying, receiving, recording, handling and responding to complaints by service users.
- Implement an effective recruitment procedure to ensure that appropriate checks are completed prior to new staff commencing employment at the practice. In particular in relation to obtaining references.

Summary of findings

The five questions we ask about services and what we found

We asked the following question(s).

Are services effective?	No action ✓
Are services caring?	No action ✓
Are services responsive to people's needs?	No action ✓
Are services well-led?	No action ✓

Are services effective?

(for example, treatment is effective)

Our findings

We found this practice was providing effective care in accordance with the relevant regulations.

Effective needs assessment, care and treatment

The practice had systems to keep dental professionals up to date with current evidence-based practice.

We saw the provision of dental implants was in accordance with national guidance.

Helping patients to live healthier lives

The practice provided preventive care and supported patients to ensure better oral health.

Consent to care and treatment

Staff obtained patients' consent to care and treatment in line with legislation and guidance. They understood their responsibilities under the Mental Capacity Act 2005.

Staff described how they involved patients' relatives or carers when appropriate and made sure they had enough time to explain treatment options clearly.

Monitoring care and treatment

The practice kept detailed patient care records in line with recognised guidance.

Staff conveyed an understanding of supporting more vulnerable members of society such as patients living with dementia or adults and children with a learning disability.

We saw evidence the dentists justified, graded and reported on the radiographs they took. The practice carried out radiography audits six-monthly following current guidance.

Effective staffing

Staff had the skills, knowledge and experience to carry out their roles.

Improvements had been made to ensure newly appointed staff had a structured induction and clinical staff completed continuing professional development required for their registration with the General Dental Council.

Co-ordinating care and treatment

Staff worked together and with other health and social care professionals to deliver effective care and treatment.

The dentists confirmed they referred patients to a range of specialists in primary and secondary care for treatment the practice did not provide.

Are services caring?

Our findings

We found this practice was providing caring services in accordance with the relevant regulations.

Kindness, respect and compassion

Staff were aware of their responsibility to respect people's diversity and human rights.

On the day of inspection, we saw patient feedback from June 2023. Of the 78 patients that responded, 77% stated they were either extremely likely or likely to recommend the practice to friends and family. When asked what the practice did well, comments included "communication, giving convenient appointment times. Friendly dentist. Clean rooms. Quick check in", "dentist and reception efficient and friendly."

Privacy and dignity

Staff were aware of the importance of privacy and confidentiality.

Staff password protected patients' electronic care records and backed these up to secure storage.

Involving people in decisions about care and treatment

Staff helped patients to be involved in decisions about their care and gave patients clear information to help them make informed choices about their treatment.

The practice's website and information leaflet provided patients with information about the range of treatments available at the practice.

The dentists explained the methods they used to help patients understand their treatment options including study models and X-ray images.

Are services responsive to people's needs?

Our findings

We found this practice was providing responsive care in accordance with the relevant regulations.

Responding to and meeting people's needs

The practice organised and delivered services to meet patients' needs and preferences.

Staff were clear about the importance of providing emotional support to patients when delivering care.

The practice had made reasonable adjustments, including a hearing induction loop, accessible toilet and information available in other formats for patients with additional needs. Staff had carried out a disability access audit and had formulated an action plan to continually improve access for patients.

Timely access to services

The practice is open 7-days a week and displayed its opening hours and provided information on their website, patient information leaflet and social media page.

Patients could access care and treatment from the practice within an acceptable timescale for their needs. The practice had an appointment system to respond to patients' needs. The frequency of appointments was agreed between the dentist and the patient, giving due regard to NICE guidelines.

The practice's website and information leaflet and answerphone provided telephone numbers for patients needing emergency dental treatment during the working day and when the practice was not open.

Patients who needed an urgent appointment were offered one in a timely manner. When the practice was unable to offer an urgent appointment, they worked with partner organisations to support urgent access for patients. Patients with the most urgent needs had their care and treatment prioritised.

Listening and learning from concerns and complaints

The practice had systems and protocols to manage complaints. Records indicated the complaints policy was not being followed and complaints were not acknowledged within the appropriate timescales. The practice manager confirmed they would review the protocols to ensure all complaints were managed effectively. Staff discussed outcomes to share learning and improve the service.

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 20 June 2023 we found the practice had made the following improvements to comply with the regulation:

- Systems had been introduced to manage the risks associated with the unauthorised use of the X-ray equipment.
- We saw improvements had been made to adequately record, review and investigate accidents and incidents and share any learning.
- Protocols were in place to manage the risks associated with legionella.
- Systems had been introduced to ensure NHS prescription pads were stored and monitored in accordance with guidelines. Improvements could still be made as we noted not all prescriptions could be accounted for in the records we were shown.
- Some changes had been made to the systems to ensure comprehensive inductions were being carried out for all newly appointed members of staff; however, further improvements could still be made. On the day of the inspection some induction records were not available and others indicated inductions had been started but were not complete.
- We were shown recruitment records and noted the practice had not received references for 35 out of 44 staff members. We discussed the importance of ensuring references were obtained for all newly appointed members of staff.
- A matrix was used to ensure staff carried out highly recommended training at the recommended intervals. On the day of the inspection we saw training records were available for most staff; however, the practice manager confirmed this was still a work in progress due to the size of the team.
- Clinical waste was stored safely and the risks to staff had been considered and mitigated.