

Mr. John Glassby

Mr John Glassby - Kingston Square

Inspection Report

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Overall summary

We carried out an announced inspection of this practice on 13 October 2015. Breaches of legal requirements were found. After the inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to safe care and treatment and good governance.

We undertook this focused inspection to check they had followed their plan and to confirm they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Mr. John Glassby - Kingston Square on our website at www.cqc.org.uk

Our findings were:

Are services well-led?

We found that this practice was providing well-led care in accordance with the relevant regulations.

Background

Mr. John Glassby - Kingston Square is situated in the town Hull, Humberside. The surgery provides a comprehensive range of dental services and offers private treatment options; the services include preventative advice and routine restorative dental care.

The practice has one surgery, a decontamination room, an X-ray processing room, a waiting area and a reception area. Treatment and waiting rooms are all situated on the ground floor of the premises.

The practice is open on flexible days between Monday – Friday 10:30 am – 17:30 pm and two Saturdays per year.

Our key findings were:

- The practice had reviewed their protocol for completing dental care records giving due regard to guidance provided by the Faculty of General Dental Practice in respect of clinical examinations and record keeping.
- The practice had completed audits including x-ray, infection prevention and control and clinical record keeping. All audits had a documented action plan with guidance on how the practice would implement the improvements.
- A new weekly system had been implemented to check the availability of medicines to manage medical emergencies giving due regard to the guidelines issued by the Resuscitation Council UK – the body responsible for setting standards for cardiopulmonary resuscitation in the United Kingdom. All equipment and medicines had been ordered.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Are services well-led?

We found that this practice was providing well-led care in accordance with the relevant regulations.

Since the last inspection on 13 October 2015 the practice had effective systems and processes in place to ensure that all care and treatment was carried out safely. For example, the practice had implemented policies and procedures around the completion of dental care records and a new system to review the medical emergency equipment and drugs.

The practice had now completed various audits to monitor its performance and help improve the services offered. The audits included dental care records, infection prevention and control and X-rays. The X-ray audit findings were now within the guidelines of the National Radiological Protection Board (NRPB).

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Detailed findings

Background to this inspection

We undertook a desk based inspection of Mr. John Glassby - Kingston Square on 25 May 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our inspection

on 13 October 2015 had been made. We inspected the practice against one of the five questions we ask about services: is the service well led. This is because the service was not meeting some legal requirements.

The inspection was carried out by a CQC inspector.

During the inspection we spoke with one of the dentists and the practice manager and supporting evidence was sent to the inspector to confirm our findings.

Are services well-led?

Our findings

Governance arrangements

The practice had implemented governance arrangements such as policies and procedures for monitoring and improving the services provided for patients. For example there was a policy and procedure in place for the completion of dental care records.

Since the last inspection on 13 October 2015 the registered provider had implemented a weekly checklist for the medical emergency equipment, the medical oxygen and the AED. The emergency drugs were checked on a weekly basis and were all of the required type.

There was evidence that patient dental care records had been audited in line with the guidance provided by the

Faculty of General Dental Practice. The last audit was undertaken in March 2016 whereby an action plan and learning outcomes were in place to address the issues that arose.

The practice had completed an Infection prevention and control audit in May 2016 and action plans were in place along with learning outcomes.

The registered provider provided evidence to support that they had implemented an annual quality audit of the X-rays taken. We saw the process and information collated from the May 2016 audit was in accordance with the National Radiological Protection Board (NRPB). Action plans were now place to continuously improve the procedure and reduce future risks.