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# Bearcross Dental Practice

## Inspection report

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Date of inspection visit: 18/02/2022  
Date of publication: 01/03/2022

### Overall summary

We undertook a desk-based follow up focused inspection of Bearcross Dental Practice on 18 February 2022.

This inspection was carried out to review, in detail, 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 carried out by a Care Quality Commission, (CQC), inspector.

At our inspection on 17 January 2022 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 Bearcross Dental Practice on our website [www.cqc.org.uk](http://www.cqc.org.uk).

#### As part of this inspection we asked:

- Is it well-led?

When one or more of the five 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 area where improvement was required.

#### 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 17 January 2022.

#### Background

# Summary of findings

Bearcross Dental Practice is in Bournemouth and provides NHS and private dental care and treatment for adults and children.

There is step free access to the practice (via a ramp) for people who use wheelchairs and those with pushchairs. Car parking spaces, including dedicated parking for disabled people, are available near the practice.

The dental team includes four dentists, two dental nurses, two trainee dental nurses, two dental hygienists, two receptionists and a practice manager.

The practice has three treatment rooms.

## **The practice is open:**

- Monday 8am to 5.30pm
- Tuesday 8am to 5.30pm
- Wednesday 8am to 5.30pm
- Thursday 8am to 5.30pm
- Friday 8am to 1.00pm

The practice closes for lunch each day.

## **Our key findings were:**

- The provider had quality assurance processes to encourage learning and continuous improvement.

These improvements showed the provider had taken action to improve the quality of services for patients and comply with the regulations when we carried out a follow-up focused inspection on 18 February 2022.

# Summary of findings

## The five questions we ask about services and what we found

We asked the following question(s).

**Are services well-led?**

**No action**



# Are services well-led?

## Our findings

At our previous inspection on 17 January 2022 we judged the provider was not providing well-led care and was not complying with the relevant regulations. We told the provider to take action as described in our requirement notice.

### **Governance and management**

At our desk-based follow up focused inspection on 18 February 2022 we found the practice had made the following improvements to comply with the regulations:

- Emergency lighting in the practice was tested appropriately and systems put in place to carry out appropriate servicing.
- A carbon dioxide fire extinguisher in the waiting area was stored appropriately.
- A foot operated clinical waste bin in the decontamination room was replaced.
- The worktop to wall seal in the decontamination room was addressed.
- The implant surgical drill was serviced.
- Protocols were set up to 'spot check' treatment rooms weekly. Checks included:
- Expiry dates of dental equipment and materials that were stored in drawers.
- Appropriate storage of local anaesthetic cartridges.
- Pouched instrument storage and dating arrangements.
- A Data Protection Regulation (GDPR) accident book was introduced.

### **The practice had also made further improvements:**

- Clinical records were audited and shortfalls addressed.
- The staff who did not have knowledge of Gillick Competence received training in this area.

These improvements showed the provider had taken action to improve the quality of services for patients and comply with the regulations when we carried out a desk-based follow up focused inspection on 18 February 2022.