

PR and TPR Garrod

The Bower Dental Practice

Inspection Report

**High Street
Staplehurst
Tonbridge
Kent**

TN12 0BL

Tel: 01580891349

Website: www.thebowedentalcentre.co.uk

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Overall summary

We undertook a focused inspection of The Bower Dental Practice on 20 December 2018. 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 led by a CQC inspector.

We undertook a comprehensive inspection of The Bower Dental Practice on 10 April 2018 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 Good Governance 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 The Bower Dental Practice on our website 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's where improvement was required.

Our findings were:

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 breaches we found at our inspection on 10 April 2018.

Background

The Bower Dental Practice is in Tonbridge and provides NHS and private treatment to patients of all ages.

There is level access for people who use wheelchairs and those with pushchairs. Car parking spaces, including some for blue badge holders, are available in the practice car park.

The dental team includes two dentists, one dental hygienist, two dental nurses, two receptionists and a practice manager. The practice has three treatment rooms.

The practice is owned by a partnership and as a condition of registration must have a person registered with the Care Quality Commission as the registered manager. Registered managers have legal responsibility for meeting

Summary of findings

the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run. The registered manager at The Bower Dental Practice was the principal dentist.

During the inspection we spoke with one dentist, one dental nurse, one receptionist and the practice manager. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday to Friday 9am to 6pm

Summary of findings

The five questions we ask about services and what we found

We asked the following question(s).

Are services well-led?

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

The provider had made improvements to the management of the service. This included providing additional staff time available for management and administration, establishing clear roles and responsibilities for all the practice team. The improvements provided a sound footing for the ongoing development of effective governance arrangements at the practice.

Are services well-led?

Our findings

At our previous inspection on 10 April 2018 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. At the inspection on 20 December 2018 we found the practice had made the following improvements to comply with the regulation(s):

- There were systems and processes that enabled the registered person to assess, monitor and improve the quality and safety of the services being provided.
- We saw that significant events were now being recorded and analysed, discussed and measures taken to reduce risks of these event recurring.
- There were systems and processes that enabled the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk. We saw that all required risk assessments had been carried out, such as a legionella risk assessment with all actions addressed, a general practice risk assessment, fire risk assessment, a sharps risk assessment and a lone worker risk assessment for when the hygienist works without chairside support.
- There were new systems and processes that enabled the registered person to evaluate and improve their practice in respect of the processing of the information obtained throughout the governance process. In particular: audits for infection control and the quality of X-rays taken had been conducted and we saw the schedule for re-audit where gaps in processes had been identified.

- The registered person had created systems to enable the registered person to better maintain secure records. In particular: recruitment folders were now updated with all of the documents identified in Schedule 3 of the act. Hepatitis titre levels for staff had been obtained, references taken up where necessary and DBS checks had been carried out for all staff.

The practice had also made further improvements:

- The practice had removed all medicines and materials that had expired and had implemented a system to ensure that these were monitored.
- The practice had purchased an automated external defibrillator (AED) and had received training on how to use this equipment in the event of an emergency.
- All staff had completed training in medical emergencies, safeguarding, infection control and the mental capacity act
- Staff had completed sepsis training
- The practice now held a comprehensive folder with regard to the hazardous materials used and had complied data sheets for the control of substances hazardous to health (COSHH)
- Infection control processes and systems were now conducted in line with current guidance such as the disinfection of the dental unit water lines and a uniform and consistent approach by all clinical staff to the dating of pouched instruments.

These improvements showed the provider had taken action to improve the quality of services for patients and comply with the regulation 17 Good Governance when we inspected on 20 December 2018.