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High Peak Dental Care

Inspection Report

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Overall summary

Previous inspections on the 22 August 2013, 13 February 2014 and 15 July 2014 and 9 September 2014 found that High Peak Dental Care was not meeting the standard for supporting workers, as staff were not appropriately supported to carry out their work. We served a warning notice on 23 July 2014 requiring that High Peak Dental Care meet the above standard by 1 September 2014.

At our inspection 9 September we found that the service had made some improvements but was not yet meeting the required standard for supporting workers.

We carried out this inspection on 30 March 2015, to check whether the practice had met the standard for supporting workers. We did not speak with any patients on this occasion.

We found that improvements had been made and the practice was now meeting the required standard.

An appraisal system was in place and records showed that all six staff had received a recent appraisal of their work. Staff we spoke with told us they felt supported and had adequate training to carry out their role.

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 safe?

This was a focussed inspection looking only at the areas we asked the provider to address following our last inspection. We did not review this domain.

Are services effective?

We carried out this inspection on 30 March 2015, to check whether the practice had met the standard for supporting workers. We found that the provider had made improvements and staff received support and supervision to help them carry out their roles.

Are services caring?

This was a focussed inspection looking only at the areas we asked the provider to address following our last inspection. We did not review this domain.

Are services responsive to people's needs?

This was a focussed inspection looking only at the areas we asked the provider to address following our last inspection. We did not review this domain.

Are services well-led?

This was a focussed inspection looking only at the areas we asked the provider to address following our last inspection. We did not review this domain.

High Peak Dental Care

Detailed findings

Background to this inspection

High Peak Dental Care provides dental services to mostly private and some National Health Service (NHS) patients. The dental surgery is located in Chapel-en-le-Frith in the

Peak District. We carried out this inspection on 30 March 2015, to check whether the practice had met the standard for supporting workers. The inspection was carried out by one CQC inspector.

Are services effective?

(for example, treatment is effective)

Our findings

Previous inspections on the 22 August 2013, 13 February 2014 and 15 July 2014 and 9 September 2014 found that High Peak Dental Care was not meeting the standard for supporting workers, as staff were not appropriately supported to carry out their work. We served a warning notice on 23 July 2014 requiring that High Peak Dental Care meet the above standard by 1 September 2014.

At our inspection 9 September we found that the service had made some improvements but was not yet meeting the required standard for supporting workers.

We carried out this inspection on 30 March 2015, to check whether the practice had met the standard for supporting workers. We did not speak with any patients on this occasion.

We asked the provider to submit an action plan outlining how they would meet the required standard. From this we saw that the provider had developed and updated their staff supervision policy, including an updated record sheet and their induction programme. Additionally the provider had developed a form for recording the findings of observation assessments of staff competencies.

We looked at six staff files and found evidence that all six had received supervision and an appraisal meeting since our previous inspections. Staff we spoke with told us they felt supported by the practice manager and spoke positively of the updated support and supervision processes.