

Kingfisher Hill Limited

Complete Dental

Inspection Report

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Windsor
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Overall summary

During our announced comprehensive inspection of this practice on 14 September 2017 we found breaches of legal requirements of the Health and Social Care Act 2008 in relation to:

- Regulation 17 Good Governance
- Regulation 19 Fit and Proper Persons employed

We undertook this focused inspection to check that the provider now met legal requirements. This report only covers our findings in relation to these requirements. You can read the report from our previous comprehensive inspection by selecting the 'all reports' link for Complete Dental at www.cqc.org.uk.

Are services Well-led?

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

Key findings

- Overall, we found that effective action had been taken to address the shortfalls identified at our previous inspection and the provider was now compliant with the regulation.

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 effective action had been taken to address shortfalls we had identified in our previous inspection and staff had worked hard to implement them. For example, risk assessment management, staff recruitment, collation of training records and appraisal management was effective.

No action



Are services well-led?

Our findings

Governance arrangements

At our previous inspection in September 2017 we found a shortfall in the practice's governance and recruitment procedures that showed it was not well led.

During this inspection we noted the following significant improvement had been implemented since then:

The practice's recruitment procedures were suitable and the recruitment arrangements were in line with Schedule 3 of the Health and Social Care Act 2008 (Regulated

Activities) Regulations 2014 to ensure necessary employment checks were in place for all staff and the required specified information in respect of persons employed by the practice was held.

Risk assessments had been carried out for electrical and gas safety, needle stick injuries and protection from blood borne virus for those clinical staff without Hep B immunity.

Staff training records were collated to assess the status of individual staff competency and staff appraisals were being carried out.