

Portman Healthcare Limited

Bath Dental Excellence

Inspection report

29 Brock Street
Bath
BA1 2LN
Tel: 01225422695
www.portmanhealthcare.co.uk

Date of inspection visit: 31 January 2024
Date of publication: 28/02/2024

Overall summary

We undertook a follow up focused inspection of Bath Dental Excellence on 31 January 2024. This inspection was carried out to review 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 who was supported by a specialist dental advisor.

We had previously undertaken a comprehensive inspection of Bath Dental Excellence on 16 August 2023 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 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 Bath Dental Excellence on our website www.cqc.org.uk.

When 1 or more of the 5 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.

As part of this inspection we asked:

- Is it well-led?

Our findings were:

Are services well-led?

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

Summary of findings

The provider had made improvements in relation to the regulatory breach we found at our inspection on 16 August 2023.

Background

Bath Dental Excellence is part of Portman Healthcare Limited, a dental group provider. The practice is in Bath and provides private dental care and treatment for adults and children.

There is step free access to the practice for people who use wheelchairs and those with pushchairs. Car parking spaces are available near the practice. The practice has made reasonable adjustments to support patients with access requirements.

The dental team includes 4 dentists with specialisms in dental implants, periodontics and orthodontics, 6 dental nurses, 3 dental hygienists, 4 receptionists, 1 treatment co-ordinator and 1 practice manager who was also the registered manager. The practice has 3 treatment rooms.

During the inspection we spoke with the practice manager and two compliance managers. We looked at practice policies, procedures and other records to assess how the service is managed.

We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday – Friday 8:30am – 5:30pm

Saturday – 9am – 1pm, once a month

There were areas where the provider could make improvements. They should:

- Further improve the practice's systems for assessing, monitoring and mitigating the various risks arising from the undertaking of the regulated activities.

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

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

At the inspection on 31 January 2024 we found the practice had made the following improvements to comply with the regulation:

- There were arrangements to assess and mitigate the risk of Legionella or other bacterial growth in the water systems. All of the areas for improvement identified in the Legionella risk assessment had been completed.
- There were arrangements to assess and mitigate the risk of fire. All of the areas for improvement identified in the fire risk assessment had either been completed or a risk assessment was in place for any outstanding actions.
- The majority of actions from the Disability Access Audit had been completed. There were several actions outstanding; we were told the practice is a listed building therefore planning permission is needed before any works could be carried out to the building. A risk assessment had not been completed to address the delay in completing the outstanding actions. The compliance manager confirmed they would arrange for this to be carried out as a priority.