

Genix Healthcare Ltd

Genix Healthcare Dental Clinic – Alnwick

Inspection Report

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Overall summary

We undertook a focused inspection of Genix Healthcare Dental Clinic – Alnwick on 15 April 2019.

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 who was supported remotely by a specialist dental adviser.

We undertook a comprehensive inspection of Genix Healthcare Dental Clinic – Alnwick on 20 November 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 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 Genix Healthcare Dental Clinic – Alnwick 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 areas where improvements were 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 breach we found at our inspection on 20 November 2018.

Background

Genix Healthcare Dental Clinic – Alnwick is in Northumberland and provides predominantly NHS treatment, and some private treatment, to adults and children. The dental practice was built in 2010 as part of the Genix Healthcare Ltd group of practices. Situated in a business park, the purpose-built practice has four

Summary of findings

treatment rooms, two of which are on the ground floor. There is level access for people who use wheelchairs and those with pushchairs. Car parking spaces are available near the practice.

The dental team is comprised of five dentists, four trainee dental nurses, a practice manager who is also a qualified dental nurse, and two receptionists.

The practice is owned by a company 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 the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run. The registered manager at Genix Healthcare Dental Clinic – Alnwick is the practice manager.

During the inspection we spoke with the practice manager and the company's area manager.

We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday and Wednesday 8.30am to 6pm

Tuesday and Thursday 8.30am to 7.30pm

Friday 9am to 5pm.

Our key findings were:

- The practice had effective leadership. Systems to help them manage risk to patients and staff had improved.
- The provider had improved their staff recruitment procedures.
- Policies were made practice specific and updated where needed.
- Recommended actions from the Legionella risk assessment were implemented.
- Hazardous substances were stored and labelled appropriately.
- Recent significant events were recorded and responded to appropriately.
- All dental equipment within the premises was checked to ensure it was compliant with regulations.

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



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

Improvements were made to the overall management of the service and in particular to the risk management systems within the practice. These risk systems include recruitment, control of Legionella and storage of hazardous substances.

The provider had set aside protected staff time for management and administration duties and clear roles and responsibilities for all the practice team were established.

The recruitment, complaints handling, and infection prevention and control policies were updated and given to staff for them to read and sign.

All dental instruments within the dental practice were checked to ensure they were marked with the appropriate CE compliance sign in accordance with regulations.

The improvements provided a sound footing for the ongoing development of effective governance arrangements at the practice.

Effective recruitment processes were now in place. Essential checks were carried out on all staff.

Are services well-led?

Our findings

At our previous inspection on 20 November 2018 we judged the practice 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 15 April 2019 we found the practice had made the following improvements to comply with the regulations:

- Management and governance systems were reviewed and made to be more effective.
- The practice manager ensured the recruitment, infection prevention and control and complaints policies were reviewed, made practice specific and read and signed by staff.
- An effective system was now in place to carry out recruitment procedures to eliminate the risks to staff and patients. Each staff file had an index checklist to ensure all essential checks were completed appropriately. Any recruitment checks which were not completed at our previous inspection had been reviewed and acted upon where necessary.
- Recruitment procedures were completed adequately for a recently employed dental professionals. We saw evidence that the provider had obtained a Disclosure and Barring Service (DBS) check, references, photo identification, evidence of qualifications, registration, indemnity insurance and employment history.
- Protocols were in place for completing risk assessments where the immunisation status could not be confirmed or where the individual did not have sufficient protection against the Hepatitis B virus.
- The practice manager ensured all actions from their Legionella risk assessment were implemented.
- At our previous inspection, we found an unlabelled syringe containing an unidentified solution in one of the dental surgeries; this could pose a hazard. The dental team have since completed additional control of substances hazardous to health training and this was

discussed in a staff meeting. In addition to this, the practice manager has scheduled in regular unannounced surgery spot checks. During the follow up inspection, no unlabelled substances were apparent.

The practice had also made further improvements:

- Staff have a dedicated folder for safeguarding information. All staff recently underwent training in the recognition of female genital mutilation and modern-day slavery. This was recorded and signed by all staff.
- There are systems to ensure significant events and incidents are recorded and responded to appropriately. We viewed two recent incidents which were dealt with appropriately and shared with the wider dental team for learning.
- Staff meetings are structured and scheduled more frequently. We saw minutes were detailed and shared with all staff.
- At our previous inspection, we identified several dental instruments did not have the CE marking on them and discussed this with the practice manager. The CE marking confirms medical and dental instruments are safe to use for medical procedures. All instruments within the practice were checked and any without a CE marking were removed from site. At the follow up inspection, instruments without a CE marking were not apparent.

The Medicines and Healthcare products Regulatory Agency (MHRA) are still currently investigating this.

- Dental professionals within the practice have been reminded by the practice manager the importance of recording treatment options in dental care records and the use of rubber dam for endodontic procedures. The dental team is also looking to attend a “hands-on” rubber dam application course in due course.

These improvements showed the provider had taken action to improve the quality of services for patients and comply with the regulations when we inspected on 15 April 2019.