

Rodericks Dental Limited

Cookham Dental Practice

Inspection Report

43 Station Parade

Cookham

Maidenhead

SL6 9BR

Tel:01628 528083

Website:www.rodericksdental.co.uk

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Overall summary

Further to the outcome of a previous inspection, carried out in February 2017, we carried out an announced focused inspection relating to the well led provision of services on 21 June 2017 to ask the practice the following key question;

Are services well-led in relation to governance; specifically management of staff training records, management of fire safety, upkeep of the building, domestic waste storage facilities, the sharing of practice updates and storage of substances subject to COSHH regulations?

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

The practice had effective systems in place to manage training records, fire safety, upkeep of the building, domestic waste storage facilities, the sharing of practice updates and storage of substances subject to COSHH regulations?

No action 

Cookham Dental Practice

Detailed findings

Background to this inspection

CQC inspected the practice on 7 February 2017 and asked the provider to make improvements regarding:

- Regulation 17 HSCA (RA) Regulations 2014 Good Governance

We checked this area as part of this focused inspection and found this had been resolved.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Cookham Dental on our website at www.cqc.org.uk.

Cookham Dental is a dental practice providing NHS and private treatment for both adults and children. The practice is based in a purpose built premises in Cookham, a village close to Maidenhead in Berkshire.

The practice has three dental treatment rooms of which two are based on the ground floor and a separate decontamination area used for cleaning, sterilising and packing dental instruments. The ground floor is accessible to wheelchair users, prams and patients with limited mobility.

The practice employs eight dentists, two hygienists, one nurse, five trainee nurses, one receptionist and a practice manager who is managing the practice for part of the week while a new manager is recruited. A number of agency nursing staff also regularly work at the practice.

The practice's opening hours are between 8am and 8pm Monday to Friday and 9am to 1pm on Saturday.

There are arrangements in place to ensure patients receive urgent medical assistance when the practice is closed. This is provided by an out-of-hours service, via 111.

As a condition of their registration with the CQC, the provider is required to ensure that the regulated activities are managed by an individual who is registered as a manager in respect of those activities at Cookham Dental Practice. At the time of the inspection there was no registered manager in place. We were told the new practice manager was currently going through the process to become the registered manager.

A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have the legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the practice is run.

Our key findings were:

- Effective systems were in place to manage fire safety.
- Substances subject to COSHH regulations were stored securely.
- Staff training records were
- Staff received updates appropriate to their roles.
- There was a system in place to advise CQC of notifiable events.
- Domestic waste storage arrangements were effective.
- The practice appeared to be clean and well maintained.

Are services well-led?

Our findings

Governance arrangements

The governance arrangements for this location consisted of a practice manager who was responsible for the day to day running of the practice. This person was going through the process to become the registered manager with CQC.

The practice had policies, procedures and risk assessments to support the management of the service and to protect patients and staff. These included management of fire safety, upkeep of the building, domestic waste arrangements and the safe storage of substances subject to COSHH regulations.

Staff training records were collated and stored securely. Staff received updates appropriate to their roles and had a CQC notifiable event system in place.