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Inspection Report

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Overall summary

We carried out this announced follow-up inspection on 22 November 2017. The inspection was led by a Care Quality Commission (CQC) inspector who was supported by a specialist dental adviser.

At the previous comprehensive inspection on 28 April 2017 we found the registered provider was providing safe, effective, caring and responsive care in accordance with relevant regulations. We judged the practice was not providing well-led care in accordance with 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 G M Burr & Associates on our website www.cqc.org.uk.

The provider submitted an action plan to tell us what they would do to make improvements. We undertook this inspection on 22 November 2017 to check that they had followed their plan. We reviewed the key question of well-led.

Our findings were:

Are services well-led?

We found that this practice was providing well-led care in accordance with the relevant regulations. They demonstrated they had taken action to address the shortfalls and regulatory breach we identified when we inspected their practice on 28 April 2017.

The provider had made improvements with regard to:

- Ensuring systems were in place to assess, monitor and improve the quality of the service.
- Ensuring the practice established an effective system to assess, monitor and mitigate the various risks arising from undertaking of the regulated activities.

There was an area in which the provider could make improvements. They should:

- Review the practice's protocols for completion of dental care records taking into account guidance provided by the Faculty of General Dental Practice regarding clinical examinations and record keeping.

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 provider had made improvements to address shortfalls and regulatory breach we identified during the previous inspection on 28 April 2017.

The provider had implemented systems to assess, monitor and improve the quality of the service; they had reviewed their infection control processes to ensure they were in line with recognised guidance. All staff had received infection control training updates.

They had established an effective system to assess, monitor and mitigate the various risks such as undertaking a fire risk assessment and fire safety training, reviewing audits, and improving monitoring processes for their emergency medicines and equipment.

Improvements could be made to ensure dentists always recorded the necessary information in dental care records.

No action



Are services well-led?

Our findings

At the previous inspection on 28 April 2017, we found the practice was not providing well-led care.

During this inspection on 22 November 2017 the provider demonstrated they had taken action to address the shortfalls and regulatory breach we identified when we inspected their practice on 28 April 2017.

We observed that staff followed recognised national guidance when cleaning and disinfecting dental instruments. The practice had ensured all staff received an update on the most current infection control guidelines through online courses and in-house training.

The provider had arranged for a qualified contractor to carry out a comprehensive fire risk assessment and the practice mitigated fire risks by making all the recommended improvements. For example they improved their electrical installation, fitted fire detection systems and emergency lighting which they monitored on a regular basis. All staff completed in-house fire safety training to ensure they had the knowledge to respond safely and effectively in the event of a fire.

The provider ensured they were equipped with all emergency medicines and equipment as defined by the Resuscitation Council (UK). They had processes in place to monitor the medicines and equipment on a regular basis to ensure they were fit for use and available in sufficient quantities.

The provider had carried out a new infection control audit in October 2017 and a new radiograph audit between April and September 2017. There were clear results of the audits which showed they were meeting standards. We found the infection control audit now accurately reflected processes happening in the practice and issues identified from the previous audit had been addressed.

The provider had also carried out dental care records audits every three months since April 2017. We checked dental care records to confirm our findings and found improvements could be made to ensure dentists always recorded key information in the records such as grading of dental radiographs, oral health risk assessments, oral hygiene advice, and diet and lifestyle advice.