

Kevin McCarthy & Mrs Shirley McCarthy Eden Villas Dental Practice

Inspection Report

6 Eden Villas
Oxclose Road
Washington
Tyne and Wear
NE38 7EJ
Tel: 0191 4177112

Date of inspection visit: 23 June 2016
Date of publication: 06/07/2016

Overall summary

We carried out an announced inspection of this practice on 18 September 2015. Breaches of legal requirements were found. After the inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to good governance.

We undertook this focused inspection to check they had followed their plan and to confirm they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Eden Villas Dental Practice on our website at www.cqc.org.uk

Our findings were:

Are services well-led?

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

Background

Eden Villas Dental Practice is situated in Washington, Tyne and Wear. The surgery provides a comprehensive range of NHS dental services including preventative advice and routine restorative dental care.

The practice is open:

Monday to Wednesday 9am to 6pm

Thursday 9am to 1pm

Friday 9am to 4.30pm

Our key findings were:

- The practice had reviewed their protocol for completing dental care records giving due regard to guidance provided by the Faculty of General Dental Practice in respect of clinical examinations and record keeping.
- The practice had completed audits including x-ray, infection prevention and control and clinical record keeping. All audits had a documented action plan with guidance on how the practice would implement the improvements.

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.

Since the last inspection on 18 September 2015 the practice had effective systems and processes in place to ensure that all care and treatment was carried out safely. For example, the practice had implemented policies and procedures around the completion of dental care records.

The practice had now completed various audits to monitor its performance and help improve the services offered. The audits included dental care records, infection prevention and control and X-rays. The X-ray audit findings were now within the guidelines of the National Radiological Protection Board (NRPB).

Eden Villas Dental Practice

Detailed findings

Background to this inspection

We undertook a desk based inspection of Eden Villas Dental Practice on 23 June 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our inspection

on 18 September 2015 had been made. We inspected the practice against one of the five questions we ask about services: is the service well led. This is because the service was not meeting some legal requirements.

The inspection was carried out by a CQC inspector.

During the inspection we spoke with the registered provider and supporting evidence was sent to the inspector to confirm our findings.

Are services well-led?

Our findings

Governance arrangements

The practice had implemented governance arrangements such as policies and procedures for monitoring and improving the services provided for patients. For example there was a policy and procedure in place for the completion of dental care records.

Since the last inspection on 18 September 2015 the patient dental care records had been audited in line with the guidance provided by the Faculty of General Dental

Practice. The last audit was undertaken in March 2016 and followed up in June 2016 whereby an action plan and learning outcomes were in place to address the issues that arose.

The practice had completed an Infection prevention and control audit in December 2015 and again in June 2016 all action plans were in place along with learning outcomes.

The registered provider provided evidence to support that they had implemented an annual quality audit of the X-rays taken. We saw the process and information collated from the December 2015 and in June 2016 audits were in accordance with the National Radiological Protection Board (NRPB). Action plans were now place to continuously improve the procedure and reduce future risks.