

Dr. Omar Butt

Woolton Dental Practice

Inspection report

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Overall summary

We undertook a follow up focused inspection of Woolton Dental Practice on 28 March 2022. 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 by a specialist dental adviser.

We undertook a focussed inspection of Woolton Dental Practice on 27 September 2021 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 Woolton Dental Practice on our website www.cqc.org.uk.

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 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.

The provider had made improvements in relation to the regulatory breach we found at our inspection on 27 September 2021.

Summary of findings

Background

Woolton Dental Practice is located in South Liverpool and provides NHS and private treatment for adults and children.

There is level access for people who use wheelchairs and those with pushchairs. A small amount of car parking is available near the practice.

The practice has four treatment rooms, two at ground floor level and two at first floor level. The first floor is accessible via a staircase.

The practice is owned by an individual who is the principal dentist there. They have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run.

During the inspection we spoke with the registered provider. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday from 9am to 8pm

Tuesday to Friday from 9am to 6pm

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 28 March 2022 we found the practice had made the following improvements to comply with the regulation:

- The provider had implemented quality assurance processes to encourage learning and continuous improvement with regards to ensuring dental care records reflected nationally recognised guidance. Staff kept records of the results of these processes and the resulting action plans and improvements.
- During the inspection we reviewed 20 sets of dental care records. There was a clear improvement in the completion of dental care records since the inspection on 27 September 2021. For example, we saw good evidence that radiographs were justified, graded and reported on and treatment options were discussed with the patients. In the majority of dental care records we looked at the patient's medical history had been checked and reviewed. However, there were three cases where there was no evidence in the dental care records that the medical history had been checked and reviewed. We discussed the importance of ensuring the checks on patient's medical histories were recorded in the dental care records. The provider told us they would ensure this is done.
- We discussed with the provider the importance of ensuring a consistent approach to dental record keeping and to ensure the standards reflect nationally recognised guidance.

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

- Take action to ensure the clinicians take into account the guidance provided by the College of General Dentistry when completing dental care records.