

Dr. Gurcharn Chana

Chana Dental Practice - Leeds

Inspection Report

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Overall summary

We carried out an announced focussed inspection on 16 November 2015 to ask the practice the following key questions; Are services safe, effective and well-led?

Our findings were:

Are services safe?

We found that this practice was providing safe care in accordance with the relevant regulations.

Are services effective?

We found that this practice was providing effective care in accordance with the relevant regulations.

Are services well-led?

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

Background

CQC inspected the practice on 23 July 2015 and asked the provider to make improvements regarding clinical audits, completion of dental care records and checking medical emergency equipment. We checked these areas as part of this follow-up inspection and found this had been resolved.

Chana Dental Practice – Leeds is located in the Harehills area of Leeds. The practice treats patients of all ages and provides a wide range of dental services including preventative and restorative treatments.

The practice has one surgery, a decontamination room, one waiting area and toilet facilities. The reception area is situated in the surgery.

The practice has one dentist, one dental nurse, one trainee dental nurse and a practice manager who is also the receptionist.

The practice opening hours are Monday and Tuesday 2-00pm to 5-00pm, Wednesday and Friday 9-30am to 12-30pm and Thursday 3-30pm to 6-00pm.

Our key findings were:

- There had been a system implemented for the regular checking of medical emergency equipment.
- A new clinical record audit had been completed and an action plan had been documented.
- X-rays were justified, graded and reported on.
- Medical history forms were completed.

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 safe?

We found that this practice was providing safe care in accordance with the relevant regulations.

Since the last inspection on 23 July 2015 the registered provider had implemented a daily checklist for the medical emergency equipment and AED. The emergency drugs were checked on a monthly basis.

Are services effective?

We found that this practice was providing effective care in accordance with the relevant regulations.

Since the last inspection on 23 July 2015 the registered provider had started including discussions about treatment options which had been discussed with the patient. They had also ensured that treatment plans were fully completed by staff and were also signed by the patient. We also noted that the dental care records were more thorough and medical history forms were fully completed by staff and also signed by the patients.

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 23 July 2015 the registered provider had completed a new clinical record audit which included an action plan to address issues which had been identified.

We saw that from a selection of clinical record which we looked at that X-rays were justified, graded and reported on.

Chana Dental Practice - Leeds

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the practice was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

The inspection was led by a CQC inspector who had access to remote advice from a specialist advisor.

During the inspection we spoke with the dentist. To assess the quality of care provided we looked at a recent clinical record audit, a selection of clinical records and the recently implemented checklists for the emergency equipment, AED and emergency drugs.

To get to the heart of patients' experiences of care and treatment, we always ask the following questions:

- Is it safe?
- Is it effective?
- Is it well-led?

These questions therefore formed the framework for the areas we looked at during this inspection.

Are services safe?

Our findings

Medical emergencies

During a comprehensive inspection on 23 July 2015 we identified that there was no checklist for the emergency oxygen cylinder or the AED. (An AED is a portable electronic device that analyses life threatening irregularities of the

heart including ventricular fibrillation and is able to deliver an electrical shock to attempt to restore a normal heart rhythm). During this inspection we also noted that the oxygen cylinder had passed its expiry date.

We saw during the inspection today that a daily checklist for the emergency oxygen cylinder and AED had been implemented and was updated on a daily basis. The practice had also acquired a new oxygen cylinder.

Are services effective?

(for example, treatment is effective)

Our findings

Monitoring and improving outcomes for patients

During a comprehensive inspection on 23 July 2015 we identified that patient's medical history forms were not always fully completed.

At our follow up inspection we checked a sample of dental care records to confirm our findings and noted that the medical history forms were now being fully completed and also signed by the patient.

Consent to care and treatment

During a comprehensive inspection on 23 July 2015 we identified that there was little evidence from the dental care records that different treatment options had been discussed with the patient.

At our follow up inspection, from our check of a sample of dental care records, we found that now there was good documentation of treatments which had been discussed with the patient. There were also treatment plans which had been fully completed and also signed by the patient.

Are services well-led?

Our findings

Governance arrangements

During a comprehensive inspection on 23 July 2015 we identified that the clinical record audit results did not align with the dental care records which we reviewed. We also noted that X-rays were not always justified or reported on.

We saw during the inspection today that a new clinical record audit had been conducted. We saw that this audit had resulted in an action plan, learning had been identified and a review date for the audit had been set.

The registered provider had also booked onto a course specifically aimed at record keeping and the audit process.

We saw from a selection of dental care records that X-rays were justified and reported on.