

## Medicare Reading Limited

# Medicare

## Inspection Report

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### Overall summary

During our unannounced comprehensive inspection of this practice on 31 May 2017 we found breaches of legal requirements of the Health and Social Care Act 2008 in relation to:

- Regulation 17 Good Governance.

We undertook this focused inspection to check that the provider now met legal requirements. This report only covers our findings in relation to these requirements. You can read the report from our previous comprehensive inspection by selecting the 'all reports' link for Medicare at [www.cqc.org.uk](http://www.cqc.org.uk)

#### Are services Well-led?

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

#### Key findings

- Overall, we found that effective action had been taken to address the shortfalls identified at our previous inspection and the provider was now compliant with the regulation.

#### There were areas where the provider could make improvements and should:

- Continue to translate dental care records into English for patients who were seen by the dentist who recorded their notes in Polish. This can be completed as and when these patients attend for their appointment.

# 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.

Effective action had been taken to address shortfalls we had identified in our previous inspection and staff had worked hard to implement them. For example, the practice now received national patient safety alerts, recruitment procedures were more robust, risk assessment had improved, patient referrals were actively monitored and staff's performance was appraised.

Regular audits were undertaken to improve the service.

**No action**





# Are services well-led?

## Our findings

### Governance arrangements

At our previous inspection in May 2017 we found a number of shortfalls in the practice's governance procedures that showed that it was not well led.

During this inspection we noted the following significant improvements had been implemented since then.

A system had been implemented to review policies, monitor staff training, learning and development needs.

The practice's recruitment procedures were suitable and the recruitment arrangements were in line with Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 to ensure necessary employment checks are in place for all staff and the required specified information in respect of persons employed by the practice is held.

Trainee dental nurses were attending a course which could lead to registration with the General Dental Council.

Details of how patients could make a complaint were displayed in the waiting room.

A system had been implemented to actively monitor patient referrals to ensure they had been received and actioned.

Staff interviewed demonstrated an understanding of confidentiality and how it should be maintained.

We saw audits were carried out with results and action plans clearly detailed. This included clinical audits such as radiography and infection prevention and control.

We were told that the dentist who completed patient care records in Polish had left the employment of Medicare since our last inspection and the two remaining dentists completed records in English. Records seen confirmed this.

We asked the practice to translate dental care records into English. We were told that there were a number still to do. We agreed staff could translate the remainder as and when patients attended for their appointments. The practice manager assured us this would be done.