

Primadent Limited

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Inspection report

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Overall summary

We undertook a follow up focused inspection of Primadent Limited on 8 June 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 with a second CQC inspector in support. The inspectors had access to a specialist dental adviser.

We undertook a comprehensive inspection of Primadent Limited on 18 January 2022 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 19 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 Primadent Limited dental practice on our website www.cqc.org.uk.

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.

Background

Primadent Limited is in the Edge Hill area of South Liverpool and provides NHS and private dental care and treatment for adults and children. There is level access to the practice for people who use wheelchairs and those with pushchairs. Car parking spaces are available near the practice.

Summary of findings

The dental team includes three dentists, five dental nurses, three of whom are trainees and one who is a locum, and a dental therapist. The practice has five treatment rooms.

During the inspection we spoke with the principal dentist and two dental nurses. We looked at staff recruitment records.

The practice is open:

Monday and Friday from 9am to 1pm and from 2pm to 5pm.

Tuesday from 8.30am to 1pm and from 2pm to 6.30pm

Wednesday and Thursday from 8.30am to 1pm and from 2pm to 5pm.

In response to patient demand, the practice is open on Saturday mornings via pre-arranged appointments.

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 8 June 2022 we found the practice had made the following improvements to comply with the regulation:

- We reviewed the staff recruitment records for all nine members of staff employed at Primadent Limited. We compared the staff records held at the practice with the requirements set out in schedule 3 of the Health and Social Care Act 2008 Regulations.

The provider had also made further improvements:

- Improvements had been made to practice's policies and procedures for obtaining patients' consent to care and treatment in line with legislation and guidance.
- Improvements had been made to systems for seeking and learning from patient feedback.