

Whitecross Dental Care Limited

High Street Dental Centre

Petersfield

Inspection Report

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Overall summary

Further to the outcome of a previous inspection, carried out in November 2015, we carried out an announced focused inspection relating to the safe and well led provision of services on 2 August 2016 to ask the practice the following key questions;

Are services safe in relation to staff recruitment and safeguarding training?

Our findings were:

Are services safe?

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

Background

CQC inspected the practice on 20 November 2015 and asked the provider to make improvements regarding:

- Regulation 18 HSCA (RA) Regulations 2014 Staffing
- Regulation 19 HSCA (RA) Regulations 2014 Fit and Proper Persons employed

We checked these areas as part of this focused inspection and found these had been resolved.

High Street Dental Centre is a dental practice providing mainly NHS and some private treatment and caters for

both adults and children. The practice is situated in a converted commercial property. The practice has four dental treatment rooms and a separate decontamination room for cleaning, sterilising and packing dental instruments for the three dental treatment rooms on the first floor and a reception and waiting area. One of the dental treatment rooms is situated on the ground floor enabling disabled access. To facilitate access to this treatment room, a hydraulic lift is in place to help wheelchair users and other patients with mobility impairments negotiate the two steps leading to this treatment room.

The practice has six dentists, of which one is on maternity leave and one is a locum dentist, a dental therapist, five dental nurses three of whom are in training, two receptionists and a practice manager.

The practice's opening hours are 8:00am – 5:30pm Monday to Friday. Extended hours are also available until 7pm on Thursday. There are arrangements in place to ensure patients receive urgent medical assistance when the practice is closed. This is provided by an out-of-hours service.

Summary of findings

There was no registered manager at the time of our inspection at this location. We were shown evidence which confirmed the current Practice Manager was going through the CQC registration process to become the registered manager.

A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the practice is run.

The inspection was carried out by a CQC inspector.

Our key findings were:

- Staff had received safeguarding training appropriate to their roles.
- Staff recruitment files contained essential information in relation to Regulation 19, Schedule 3 of Health & Social Care Act 2008 (Regulated Activities) Regulations 2015.

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.

At our previous inspection we identified risks that could compromise safe patient care and treatment with regard to staff recruitment and safeguarding children and vulnerable adults training. At this inspection we found risks in relation to these shortfalls were identified and mitigated.

Staff recruitment procedures ensured that all of the required checks for new staff were completed. Staff carried out safeguarding training and was aware of their responsibilities regarding maintaining their continuing professional development.

No action



High Street Dental Centre Petersfield

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.

Further to the outcome of a previous inspection, carried out in November 2015, we carried out an announced focused inspection relating to the safe and well led provision of services on 2 August 2016. The inspection was carried out by a CQC inspector

During the inspection, we spoke with the practice manager and reviewed procedures and other documents.

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

- Is it safe?

This question therefore formed the framework for the areas we looked at during this inspection.

Are services safe?

Our findings

Reliable safety systems and processes (including safeguarding)

A policy was in place for staff to refer to in relation to children and adults who may appear to be the victim of abuse. Information was available that contained telephone numbers of whom to contact outside the practice if there was a need, such as the local authority responsible for investigations.

The practice reported there had been no safeguarding incidents that required further investigation by appropriate authorities. Records seen confirmed that all but two staff had received safeguarding training appropriate to their roles and were aware of their responsibilities regarding safeguarding children and vulnerable adults. The two staff

who needed to complete this training were absent from the practice on a long term basis. The practice manager assured us they would carry out training immediately on their return to work.

Staff recruitment

The practice had a recruitment policy which detailed the checks required to be undertaken before a person started work. For example, proof of identity, a full employment history, evidence of relevant qualifications and employment checks including references.

We looked at two staff recruitment record files, for staff recruited since our last inspection, and records confirmed both had been recruited in accordance with the practice's recruitment policy. Staff recruitment records were ordered and stored securely.