

Arggen 1 Limited

Dentcare1 Boston

Inspection Report

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Boston
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Overall summary

We carried out a comprehensive inspection of this practice on 10 February 2016. Breaches of legal requirements were found. After the inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to premises and equipment.

We undertook this focused inspection on 17 August 2016 to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Dentcare1 - Boston on our website at www.cqc.org.uk.

Our findings were:

Are services well-led?

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

Background

Dentcare1 is a private dental surgery located in the town of Boston in Lincolnshire. The building had been occupied as a dentist since the 1950's. The practice has a large and spacious reception area with chairs and sofas throughout the waiting area. The practice is on two floors however all treatment is provided on the ground floor with offices, staff room and staff toilet on the first floor. There were also three treatment rooms that were not in use on the first floor. These were not decommissioned as

the practice said that they may use them if they expanded in the future. There is pay and display parking available nearby. The main entrance to the practice is at the rear of the building. There is a separate entrance that patients with wheelchairs and limited mobility can use which enables access to the treatment rooms however this would be accessed after checking in at the reception area. The practice provides general dentistry, sedation and implants.

There are two dentists, one that works part time at this practice two days per week and one that is full time. There are also three trainee dental nurses and one dental nurse that is also the registered manager and practice manager. The trainee dental nurses have a dual role and also cover reception.

The practice provides private dental treatment to adults and to children. The practice is open Monday to Friday from 9am to 5pm.

The practice manager is 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.

During the inspection we spoke with the practice manager, team leader and dentist.

Summary of findings

Our key findings were:

- All staff had been trained in basic life support in May 2016.
- Staff had completed safeguarding training and knew the process to follow to raise any concerns.
- The safeguarding lead has completed level 2 safeguarding training.
- Recent recruitment had followed practice policy and included DBS and references.
- Audit procedures had been improved and future audit templates included an action plan.
- Infection control audit had taken place and actions identified had been 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 well-led?

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

- The practice was carrying out audits of clinical areas to assess the safety and effectiveness of the services provided. The infection control audit that had been completed included an action plan showing any improvements made.
- Recruitment of new staff included Disclosure and Barring Service (DBS) checks and obtaining two references. We saw that new staff completed an induction which also covered basic mandatory training completed on line.
- Staff had completed mandatory training such as safeguarding and basic life support and were able to explain what to do should the need arise.

No action



Dentcare1 Boston

Detailed findings

Background to this inspection

We undertook an announced focussed inspection of Dentcare1 Boston on 17 August 2016. This inspection was carried out to check that improvements planned by the

practice after our inspection on 10 February 2016 to meet legal requirements had been made. We inspected the practice against one of the five questions we ask about services: is the service well-led. This is because the service was not meeting some legal requirements.

Are services well-led?

Our findings

Governance arrangements

At our inspection in 10 February 2016 the safeguarding policy stated that the practice team leader was the safeguarding lead however the practice team leader was not aware of this nor had they completed training to the required level. Staff spoken with were not able to discuss the policies such as whistleblowing and safeguarding which indicated that they had not read and understood them. Not all staff had completed the mandatory training. At the inspection in August 2016 we saw that all staff had completed mandatory training including safeguarding to the required level. Staff we spoke with could discuss policies such as whistleblowing and safeguarding. New staff had completed mandatory training during their induction including basic life support and staff were able to describe what to do in an emergency.

At our inspection in February 2016 we saw the recruitment process was not being followed. At the inspection in August 2016 we viewed a recruitment file and saw that the file contained references and interview records as stated in the policy.

The provider had drawn up an action plan with nominated individuals tasked with completing any areas identified in the previous report. Compliance audits were to be completed going forward on a quarterly basis to ensure that the practice completed actions and met regulations in the future.

Learning and improvement

Audits that were completed when we inspected in February 2016 had showed limited evidence that it followed the Faculty of General Dental Practice (FGDP) guidance. When we inspected the practice in August 2016 we saw that since the inspection audit procedures had been improved and a template had been devised to include an action plan. We saw that the infection control audit had been completed including an action plan.