

Douglas Lee Associates Limited

# Douglas Lee Dental Practice

## Inspection Report

115 Whalley Road,  
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Lancashire,  
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Website: n/a

Date of inspection visit: 6 November 2017  
Date of publication: 29/11/2017

### Overall summary

We carried out a follow-up inspection at Douglas Lee Dental Practice on 6 November 2017.

We had undertaken an announced comprehensive inspection of this service on 3 March 2017 as part of our regulatory functions where a breach of legal requirements was found.

After the comprehensive inspection, the practice wrote to us to say what they would do to meet the legal requirements in relation to the breach. This report only covers our findings in relation to those requirements. We checked whether they had followed their action plan to confirm that they now met the legal requirements.

We reviewed the practice against one of the five questions we ask about services: are the services well led? You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Douglas Lee Dental Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We revisited Douglas Lee Dental Practice as part of this review and checked whether they now met the legal requirements. We carried out this announced inspection on 6 November 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We planned the inspection to check whether the registered provider was meeting the legal requirements in the Health and Social Care Act 2008 and associated regulations.

The inspection was led by a CQC inspector.

- Is it well-led?

This question forms the framework for the areas we look at during the inspection.

#### **Our findings were:**

#### **Are services well-led?**

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

#### **Background**

Douglas Lee Dental practice is located in Accrington, Lancashire and provides private routine and preventative dental care.

A practice manager, two dentists, two dental hygienists, a dental technician and two dental nurses work at the practice. The practice provides access and facilities for wheelchair users.

The practice is owned by a company and as a condition of registration must have a person registered with the Care Quality Commission as the registered manager. Registered managers 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 registered manager was the principal dentist.

The practice is open:

Monday to Friday from 9:00am to 6:00pm

# Summary of findings

Saturday from 9:00am to 12:30pm

## **Our key findings were:**

- There was a recruitment policy and procedure in place and robust checks completed on staff.
- An infection prevention and control audit had been carried out.

The practice had also acted upon other recommendations:

- X-rays quality audits were now in place and conducted in line with guidance.
- Significant events were now reviewed and in place.
- Rubber dams had been purchased in line with current guidance.

# 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 demonstrated audits were now in place, X-ray and infection prevention and control audits had been completed.

The practice had reviewed its recruitment policy and process. All staff now had a DBS check and references and evidence of inoculations were in place.

**No action**



# Are services well-led?

## Our findings

### **Governance arrangements**

At the previous inspection on 3 March 2017 we noted that effective recruitment procedures and quality audits were not in place.

The practice had reviewed their recruitment policy and procedures and provided evidence that all required checks were now in place.

We saw that up to date infection prevention and control and x-ray audits were now in place and any actions or learning recorded in the audits.

The practice had also acted upon recommendations that had been made at the visit. Significant events were now reviewed and any actions required were recorded. The provider had put in place rubber dams in line with current guidance and had repaired the fabric of the dental chair.