

Royal House Dental Centre

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Inspection report

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Date of inspection visit: 25 June 2020
Date of publication: 27/07/2020

Overall summary

We undertook a follow-up desk based focused inspection of Royal House Dental Centre on 25 June 2020.

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 carried out by a CQC inspector.

At our inspection on 20 January 2020 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 Royal House Dental Centre on our website www.cqc.org.uk.

As part of this inspection we asked:

- Is it well-led?

When one or more of the five questions are not met, we require the service to make improvements and send us an action plan. We then inspect again after a reasonable interval, focusing on the area where improvement was required.

Our findings were:

Are services well-led?

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

The provider had made improvements in relation to the regulatory breach we found at our inspection on 20 January 2020.

Background

Royal House Dental Centre is in Henley on Thames and provides NHS treatment for children and private dental care and treatment for adults and children.

There is step free access, via a portable ramp, to the practice for people who use wheelchairs, and those with pushchairs. On street car parking spaces for disabled people are available near the practice.

The dental team includes three dentists, two dental nurses, three dental hygienists, two administrators and two receptionists.

The practice has four treatment rooms.

The practice is owned by a partnership and as a condition of registration must have a person registered with the CQC 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 at Royal House Dental Centre is the one of the senior partners.

Summary of findings

The practice is open:

- Monday 8.00am to 5.30pm
- Tuesday 8.00am to 5.30pm
- Wednesday 8.00am to 5.30pm
- Thursday 8.00am to 4.30pm
- Friday 8.00am to 2.30pm

Our key findings were :

- Recruitment procedures were established and operated effectively to ensure only fit and proper persons are employed.

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

At our previous inspection on 20 January 2020 we judged the provider was not providing well-led care and was not complying with the relevant regulations.

We told the provider to take action as described in our requirement notice.

At the follow up desk based inspection on 25 June 2020 we found the practice had made the following improvements to comply with the regulation:

The provider purchased a practice governance system which included a staff recruitment policy and procedure.

We were sent a staff recruitment check sheet which listed checks for:

- Reason for leaving previous employment
- Health Assessment
- Full employment history
- Evidence of conduct in previous employment

These were some of the checks required that were not carried out. No new staff had been recruited since our inspection but if used correctly this system would ensure that appropriate checks were completed prior to new staff commencing employment at the practice.

The practice had also made further improvements:

- Prescribing of antibiotic medicines took into account the guidance provided by the Faculty of General Dental Practice. Antimicrobial audits, for three dentists, were seen which confirmed this.
- Systems and processes were established to ensure audits of radiography were undertaken at regular intervals to improve the quality of the service. Radiography audits were seen for all of the dentists which confirmed this.
- A referral tracking system was set up to ensure patient referrals to other dental or health care professionals were received in a timely manner.
- Systems and processes were established to ensure audits of infection prevention and control were undertaken at regular intervals to improve the quality of the service. An audit was seen which confirmed this.

These improvements showed the provider had taken action to improve the quality of services for patients and comply with the regulations when we inspected on 20 January 2020.