

City Dental (Dental Prosthetics) Limited

City Dental

Inspection Report

57 Dovedale Road
Seaburn Dene
Sunderland
Tyne and Wear
SR6 8LP
Tel:0191 5484916
Website:

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Overall summary

We carried out an announced comprehensive inspection of this service on 10 November 2015 as part of our regulatory functions where a breach of legal requirements was found. After the comprehensive inspection, the surgery wrote to us to say what they would do to meet the legal requirements in relation to the breach.

We followed up on our inspection of 10 November 2015 to check that the surgery had implemented their plan and to confirm that they now met the legal requirements. We carried out a desk based review on 5 July 2016 to check whether the practice had taken action to address a breach of Regulations 17(1) (2) (a) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This report only covers our findings in relation to those requirements. We have not revisited City Dental because they were able to demonstrate that they were meeting the standards without the need for a visit.

Our findings were:

Are services well-led?

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

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for City Dental on our website at www.cqc.org.uk.

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?

This desk based inspection concentrated on the key question of whether or not the practice was well-led. We found that the practice was well-led in accordance with the relevant regulations.

At our previous, comprehensive inspection we found that governance arrangements had not always been followed. For example, record keeping audits and X-ray audit guidance had not always been followed. In addition staff were unaware of the relevance of the Mental Capacity Act 2005 (MCA) in dentistry.

The practice sent us evidence for our review showing that record keeping and X-ray audits had taken place. In addition staff have received further training in the relevance of the Mental Capacity Act 2005 (MCA) in dentistry and how to ensure that patient consent was sought appropriately.

No action



City Dental

Detailed findings

Background to this inspection

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 (Regulated Activities) Regulations 2014.

We carried out a review of this service on 5 July 2016. This review was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 10 November 2015 had been

made. We reviewed the practice against one of the five questions we ask about services: is the service well-led? This is because the service was not previously meeting one of the legal requirements under the well-led domain.

At the previous, comprehensive inspection on 10 November 2015 we found that the practice was not well-led because guidance on record keeping and X-ray audits had not always been followed. In addition staff were unaware of the relevance of the Mental Capacity Act 2005 (MCA) in dentistry.

During our review, we checked that the provider's action plan had been implemented. We reviewed a range of documents provided by City Dental.



Are services well-led?

Our findings

Governance arrangements

At our previous inspection on 10 November 2015, we found that the practice was not well-led because some Clinical Governance (CG) processes had not taken place. CG is a system through which healthcare organisations are accountable for continuously improving the quality of their services and promoting high standards of care, by creating an environment in which clinical excellence will flourish. Governance arrangements are part of that ongoing process.

At our previous inspection we found that the registered provider had failed to ensure that relevant record keeping audits and X-ray audits were undertaken in accordance with Faculty of General Dental Practice (FGDP) guidelines. From the records we reviewed we also saw that X-rays were not always taken at the recommended intervals or that the FGDP guidelines were followed in respect of endodontic treatments in all cases.

The practice sent us documents to show that the clinical governance processes had taken place. For example, the documents to show that record keeping and X-ray audits had been undertaken and action plans were in place to address any issues highlighted. Arrangements were in place to ensure that the audits were undertaken in accordance with the current guidelines. The practice also had processes in place which help to ensure that FGDP guidelines were followed in respect of endodontic treatments in all cases.

Learning and improvement

Staff we spoke with during our previous inspection were unaware of the relevance of the Mental Capacity Act 2005 (MCA) in dentistry and what steps were necessary to ensure that patients' consent was appropriately addressed when required.

The practice provided us with evidence that staff had received further training in the relevance of the Mental Capacity Act 2005 (MCA) in dentistry and how to ensure that patients' consent was sought appropriately.