

# Wellgate Dental Practice Limited

# Wellgate Dental Practice

## Inspection Report

29 Wellgate  
Clitheroe  
Lancashire  
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Website: n/a

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### Overall summary

We undertook a follow up inspection of Wellgate Dental practice on 24 February 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 led by a CQC inspector who was supported by a specialist dental adviser.

We undertook a comprehensive inspection of Wellgate Dental Practice on 24 February 2020 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We found the registered provider was not providing safe and well led care and was in breach of regulation 12 and 17 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 Wellgate Dental Practice on our website [www.cqc.org.uk](http://www.cqc.org.uk).

As part of this inspection we asked: Remove as appropriate:

- Is it safe?
- 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 areas where improvement was required.

### Our findings were:

#### Are services safe?

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

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 24 February 2020.

#### 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 breaches we found at our inspection on 24 February 2020.

### Background

Wellgate Dental Practice is in Clitheroe and provides NHS and private dental care and treatment for adults and children.

There is access to the practice via a portable ramp for people who use wheelchairs and those with pushchairs. Off street parking is available near the practice and local transport links are nearby.

# Summary of findings

The dental team includes two dentists, one dental hygienist, one dental hygiene therapist, three dental nurse/ receptionists. The practice has two treatment rooms with one based on the ground floor.

The practice is owned by a company 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 Wellgate Dental Practice is the principal dentist.

During the inspection we spoke with the principal dentist and two dental nurses.

The practice is open:

Monday 9am - 5.30pm, Tuesday 9am – 6pm, Wednesday 9am- 7.30pm, Thursday 9am – 5pm and Friday 9am – 4pm

## Our key findings were:

- Emergency medicines and life-saving equipment were in line with Resuscitation Council UK standards.
- Improvements to fire, electrical and gas safety had been made.
- Effective monitoring of systems regarding Legionella were now in place.
- Improvements had been made to auditing of x-rays.
- Effective management of decommissioned x-ray equipment was in place and local rules now reflected current practice.
- Storage of the patient dental care records was now secure.
- Improvements had been made to the recording of NHS prescription pads.
- Staff meetings and appraisals were now in place.

# Summary of findings

## The five questions we ask about services and what we found

We asked the following question(s).

**Are services safe?**

No action 

**Are services well-led?**

No action 

# Are services safe?

## Our findings

We found that this practice was providing safe care and was complying with the relevant regulations.

At our previous inspection on 21 November 2019 we judged the practice was not providing safe care and was not complying with the relevant regulations. We told the provider to take action as described in our requirement notice. At the inspection on 24 February 2020 we found the practice had made the following improvements to comply with the regulations.

- The medical emergency equipment had been reviewed and was as described in Resuscitation UK guidance and required by General Dental Council standards, syringes and face masks were in place. We confirmed that up to date records were now in place.
- The electrical fixed wiring and gas safety certificates were in place and any action recommended had been completed.
- A fire risk assessment had been completed and work had commenced to bring the premises up to a safer

standard, such as audible fire alarms, emergency lighting, fire boarding under the main stair case. Fire doors were due to be upgraded in the next few weeks. Staff had completed fire training and fire drills were in place. The fire system was now effectively monitored by designated staff.

- The local rules had been updated for both the ground floor surgery and X-ray based in the stair way. The local rules clarified the arrangements in place to ensure that patients and staff are safe when the machine is in use.
- The provider had taken steps to decommission an old X-ray machine that was no longer used.
- We saw recent X-ray audits that had been completed which reflected relevant guidance.
- A legionella risk assessment had been completed and water samples taken. Regular water temperatures were recorded with a designated lead in place who had completed relevant legionella awareness training

These improvements showed the provider had taken action to comply with the regulations when we inspected on 24 February 2020.

# Are services well-led?

## Our findings

We found that this practice was providing well led care and was complying with the relevant regulations.

At our previous inspection on 21 November 2019 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 inspection on 24 February 2020 we found the practice had made the following improvements to comply with the regulations.

- Systems and processes were now in place to manage the risks associated with electrical and gas safety. Safety check had been completed for gas safety and electrical fixed wiring.

- Fire safety systems had been improved with weekly checks of the fire detection systems in place and fire drills in place.
- Staff meeting were now in place monthly and staff appraisal had been completed.
- Dental care records were securely held in line with current regulations.
- Improvements to the monitoring of prescriptions had been made.

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 24 February 2020.