The Evergreen Dental Centre

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Inspection report

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Overall summary

We undertook a follow-up desk based focused inspection of The Evergreen Dental Centre on 11 November 2021.

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 14 October 2021 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 The Evergreen 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.

Summary of findings

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 14 October 2021.

Background

The Evergreen Dental Centre is in Reading and provides private dental care and treatment for adults and children.

There is step free access to the practice, via a ramp for people who use wheelchairs and those with pushchairs. Car parking spaces, including dedicated parking for disabled people, are available at the practice.

The dental team includes four dentists, two dental nurses, one dental hygienist, one receptionist and a practice manager. The practice has two 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 the practice is the principal dentist.

The practice is open:

- Monday to Thursday 9am – 6pm
- Friday 9am to 5pm
- Alternate Saturdays 9am to 1pm

Our key findings were:

- Recruitment procedures were established 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 14 October 2021 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 our follow-up desk-based inspection on 11 November 2021 we found the practice had made the following improvements to comply with the regulations:

The provider had a recruitment policy and procedure to help them employ suitable staff. These reflected the relevant legislation.

We reviewed three staff recruitment records and found evidence that the following checks had been undertaken:

- Disclosure and Barring Scheme (DBS)
- Reason for leaving previous employment
- Proof of identity
- Eligibility to work in the UK
- Hepatitis B immunity status
- Full employment history
- Health assessment
- Evidence of conduct in previous employment

These improvements showed the provider had taken action to improve the quality of services for patients and comply with the regulations when we carried out a follow-up desk based focused inspection on 11 November 2021.