

A J Cale Limited

Anthony J Cale & Associates

Inspection Report

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Overall summary

We carried out an unannounced follow-up inspection at Anthony J Cale & Associates on 6 March 2018.

We had undertaken an announced comprehensive inspection of this service on the 24 February 2017 as part of our regulatory functions where a breach of legal requirements was found. A follow up inspection was carried out on 29 September 2017 where we were not assured that improvements had been made.

After the follow up inspection we wrote to the registered manager asking them to submit an action plan saying what they would do to meet the legal requirements in relation to the breach. An action plan was not submitted.

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 Anthony J Cale & Associates on our website at www.cqc.org.uk.

We revisited Anthony J Cale & Associates as part of this review and checked whether they now met the legal requirements. We carried out this unannounced inspection on 6 March 2018 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 who was supported by a specialist dental adviser.

• 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

Anthony J Cale & Associates is in Barnsley and provides NHS and private treatment to adults and children.

There is level access for people who use wheelchairs and pushchairs. Car parking spaces are available near the practice.

The dental team includes three dentists, seven dental nurses (one of whom is a trainee) and a practice manager. The dental nurses also cover reception duties. The practice has three treatment rooms.

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

Summary of findings

the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run. The registered manager at Anthony J Cale & Associates was one of the dentists.

The practice is open:

Monday and Wednesday to Friday from 9am to 5:30pm

Tuesday from 9am to 7pm

Saturday from 9am to 12pm

Our key findings were:

- The practice had recently been taken over by a new owner and was currently undergoing refurbishment.
- Improvements had been made to the process for reducing the risks associated with fire.
- The recruitment process was effective and relevant checks were carried out.

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 had recently been taken over by a new owner. The new owner had started refurbishment of the premises.

Improvements had been made to the process for reducing the risks associated with fire. Regular checks were being carried out on the fire extinguishers, fire alarm and emergency lighting.

The recruitment process was effective. We saw the appropriate recruitment documents relating to a new member of staff.

No action



Are services well-led?

Our findings

Governance arrangements

Since the inspection 29 September 2017 the practice is now under new ownership. The new owners had taken over the practice on 1 February 2018. The new owners had started refurbishment of the service, these included the installation of a computer record keeping system, starting the use the central sterilisation room, de-cluttering the surgeries and not taking payments in the surgery. A more effective management structure was now in place at the practice and we were assured these would be embedded within the culture of the service. Staff told us there were happy with the improvements which had been made in the practice in the short space of time.

The new owners had carried out a new fire risk assessment and were awaiting the report. Since the previous follow up inspection the practice manager had taken responsibility for carrying out checks of the fire alarm, firefighting equipment and the emergency lighting. We saw check lists were up to date for these checks. We noted on the day of inspection the rear fire escape was blocked by a skip. We

were told this skip was due to be removed the week before but due to inclement weather conditions this was not possible. We were later sent evidence that this skip had been removed.

Improvements had been made to the recruitment process. A new dentist had started since the previous inspection. We looked at the recruitment file for this dentist. This showed the practice followed their recruitment procedure. We noted the GDC certificate and the indemnity were out of date. We were later sent evidence of the up to date certificates for this dentist. We were assured that going forward the new owners would ensure all staff folders were up to date.

Learning and improvement

As part of the refurbishment process the new owners had started using the central sterilisation room and making other improvements to the surgeries. A new infection prevention and control audit had not been completed on the day of inspection. We were later sent evidence of an audit which had been completed and an associated action plan. We noted on the day of inspection improvements had already been made by the new owners.