

Dr. Robert Glover

The Mount Dental Practice

Inspection report

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Overall summary

We undertook a follow up focused inspection of The Mount Dental Practice on 8 March 2023. This inspection was carried out to review 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 had remote access to a specialist dental advisor.

We had previously undertaken a comprehensive inspection of The Mount Dental Practice on 12 December 2023 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 well-led care and was in breach of regulation 17(1) 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 Mount Dental Practice on our website www.cqc.org.uk.

As part of this inspection we asked:

- Is it well-led?

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 12 December 2023.

Background

Summary of findings

The Mount Dental Practice is in York and provides private dental care and treatment for adults and children.

There is level access to the practice for people who use wheelchairs and those with pushchairs. Car parking spaces are available near the practice in local car parks.

The dental team includes 3 dentists, 3 trainee dental nurses, 2 dental hygienists, 1 receptionist and a practice manager/dental nurse. The practice has 3 treatment rooms.

During the inspection we spoke with the practice manager.

The practice is open:

Monday to Friday 8.15am to 4.15pm and alternate Monday's 10am to 6pm

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

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

At the inspection on 8 March 2023 we found the practice had made the following improvements to comply with the regulation:

- Infection prevention and control systems and processes reflected published guidance.
- Electrical facilities were being maintained appropriately.
- Systems were in place to ensure good governance and leadership are sustained in the longer term.
- Quality assurance systems were effective.
- In-house fire safety systems had been updated and were effective.
- Sharps risk management protocols had been implemented and were effective. A sharps risk assessment was undertaken, and role specific risks mitigated where relevant.
- Systems to ensure referrals to dental and other healthcare professionals were being monitored and tracked to ensure none were lost or missing.
- A system was in place for reporting, reviewing and investigating incidents and accidents.
- Records were kept to demonstrate follow-up action taken as a result of a dental related patient safety alert.

The practice had also made further improvements:

- Clinicians took account of the guidance provided by the College of General Dentistry when completing dental care records. Patient care record audits were in place and record keeping standards are being regularly monitored.