

Mr. Robert Wain

Mr Robert Wain – Dovetail

Inspection report

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Overall summary

We undertook a follow up focused inspection of Mr Robert Wain - Dovetail on 3 November 2022. 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 had access to a specialist dental adviser.

We undertook a comprehensive inspection of Mr Robert Wain - Dovetail on 28 February 2022 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 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 Mr Robert Wain - Dovetail on our website www.cqc.org.uk.

When 1 or more of the 5 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.

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 28 February 2022.

Summary of findings

Background

Mr Robert Wain - Dovetail is in Newcastle-Upon-Tyne and provides private dental care and treatment for adults.

There is ramp access to the practice for people who use wheelchairs and those with pushchairs. Car parking spaces are available near the practice. The practice has made reasonable adjustments to support patients with additional needs.

The dental team includes 1 dentist, 3 dental nurses and a practice manager. The practice has 3 treatment rooms.

During the inspection we spoke with 1 dental nurse and the practice manager. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday to Friday from 9am to 5pm

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 3 November 2022, we found the practice had made the following improvements to comply with the regulation:

- The registered person had introduced improved systems to manage medicines safely to minimise the risks of misuse.
- The portable X-ray equipment was stored securely in accordance with guidelines.
- Records were available to demonstrate that the suction equipment had been serviced and maintained according to manufacturer's guidelines. A system had been introduced to ensure these checks were carried out at the appropriate intervals.
- An annual assessment of the gas installation had been carried out 8 March 2022 and the required gas safety certificate was available for review.
- The fixed-wire electrical installation testing had been undertaken on 31 March 2022 and the required remedial actions had been carried out.
- The practice had improved protocols in place and information displayed for staff in relation to the safe handling of dental sharps.
- Individual risk assessments and product information sheets were available for all substances hazardous to health and easily accessible to staff in the event of an incident.
- Improvements had been made and we saw written dental care records were currently stored securely.