

Genix Healthcare Ltd

Genix Healthcare - Beeston

Inspection Report

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Overall summary

We carried out a comprehensive inspection of this practice on 14 September 2015. Breaches of legal requirements were found. After the inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to good governance.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Genix Healthcare - Beeston on our website at www.cqc.org.uk.

Our findings were:

Are services well-led?

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

Background

Genix Healthcare - Beeston is situated in the Beeston area of Leeds. It offers mainly NHS treatment to patients of all ages but also offers private dental treatments. The services provided included routine restorative dental care, preventative advice and treatment.

The practice has four surgeries, a decontamination room, a waiting area, a reception area and disabled toilet facilities. Treatment and waiting rooms are on the ground floor of the premises.

There are four dentists, a dental hygienist, four dental nurses, two receptionists and a practice manager. They are supported by an area manager and a compliance lead.

The opening hours are Monday, Tuesday and Thursday 8-30am to 5-30pm, Wednesday 8-30am to 6-30pm, Friday 8-30am to 4-00pm and Saturday 9-00am to 3-00pm.

The practice manager is currently applying to be the registered manager. A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the practice is run.

Our key findings:

- The practice now had an effective system of audit in place and improvements could be demonstrated.
- Dental care records followed the guidance from the Faculty of General Dental Practice (FGDP).

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 audited areas of clinical practice. Action plans had been formulated and these were followed up by either the practice manager or the clinical lead.

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Detailed findings

Background to this inspection

We undertook an announced focused inspection of Genix Healthcare - Beeston on 25 May 2016. This inspection was carried out to check that improvements to meet legal

requirements planned by the practice after our inspection on 14 September 2015 had been made. We inspected the practice against one of the five questions we ask about services: is the service well led. This is because the service had not been meeting some legal requirements.

Are services well-led?

Our findings

Learning and improvement

The practice had a structured plan to audit quality of dental care records. The practice manager kept a log of when audits were due to be conducted. This varied depending on the results of each individual dentist's performance. For example, for the dentists who were performing well these audits would be less frequent.

We looked at the most recent audit results and these showed that the practice was conforming to their own

policy. The results of the audit were sent to the compliance lead for analysis. The compliance lead would then formulate an action plan which was sent back to the practice manager. If there were only minor issues then the practice manager would discuss them with the dentist. If there were any more serious problems then the clinical lead would speak to the dentists about the audit results. We saw evidence of an improvement in the quality of dental care records as a result of the audit process.

We also reviewed a selection of dental care records and found these to be in line with the FGDP guidance.