

Townley House Dental Practice Limited

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Inspection Report

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Overall summary

We carried out a focused inspection of Townley House Dental Practice Limited on 29 November 2017. We carried out the inspection to follow up concerns we originally identified during a comprehensive inspection at this practice on 6 March 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

At a comprehensive inspection we always ask the following five questions to get to the heart of patients' experiences of care and treatment:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

When one or more of the five questions is 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 areas where improvement was required.

At the previous comprehensive inspection we found the registered provider was providing safe, effective, caring

and responsive care in accordance with relevant regulations. We judged the practice was not providing well-led care in accordance with 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 Townley House Dental Practice Limited on our website www.cqc.org.uk.

We also reviewed the key questions of safe and effective as we had made recommendations for the provider relating to these key question(s). We noted that improvements had been made.

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 to put right the shortfalls and deal with the regulatory breach we found at our inspection on 6 March 2017.

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 safe?

The provider had taken steps to improve the safety of the service. These included taking steps to ensure medicines were stored appropriately. Waste storage was in line with guidance. Outstanding actions from the previous fire risk assessment had been addressed. There was scope to further improve the frequency of fire drills on the premises in line with risk assessment. We raised this with staff who assured us that these would be carried out. Following the inspection we received evidence that a fire drill had been completed.

No action ✓

Are services effective?

The provider had taken steps to improve the effectiveness of the service by ensuring that health promotion information was available for the dentists to print and hand out to patients.

No action ✓

Are services well-led?

The provider had made improvements to the management of the service. This included: ensuring that national alerts were received and actioned by the practice; implementing a system for the management of significant incidents and ensuring all staff had received appropriate training in safeguarding, Mental Capacity Act and in the legal precedent by which a child under the age of 16 can consent for themselves. Robust procedures for recruiting staff had been implemented. These improvements provided a sound footing for the ongoing development of effective governance arrangements at the practice.

No action ✓

Are services safe?

Our findings

At our previous inspection on 6 March 2017 we judged the practice was providing safe care in accordance with the relevant regulations. We had made recommendations to the provider relating to this key question. At the inspection on 29 November 2017 we noted the practice had made further improvements:

- The service had taken steps to ensure that medicines were stored within the correct temperature range.

- The service had taken steps to ensure that waste was stored in line with guidance.
- The service had completed outstanding actions from their fire risk assessment. Fire drills were commenced following the inspection.

These improvements showed the provider had taken action to further improve the service from when we inspected on 6 March 2017.

Are services effective?

(for example, treatment is effective)

Our findings

At our inspection on 6 March 2017 we judged the practice was providing effective care in accordance with the relevant regulations. At the inspection on 29 November 2017 we noted the practice had made further improvements:

- The service had reviewed the availability of health promotion leaflets and had ensured that all dentists were able to print leaflets to give to patients specific to their oral health needs.

These improvements showed the provider had taken action to further improve the service from when we inspected on 6 March 2017.

Are services well-led?

Our findings

At our inspection on 6 March 2017, we judged the practice was not providing well led care and told the provider to take action as described in our requirement notice. At the inspection on 29 November 2017 we noted the practice had made the following improvements to meet the requirement notice:

- The practice received national safety alerts and had a system in place to ensure they were actioned and relevant alerts were disseminated to staff.
- The practice had implemented a system to identify, investigate and review significant incidents. Staff were aware of this system and discussion of incidents was a fixed agenda item at regular staff meetings.

- All staff had received training in safeguarding, the Mental Capacity Act 2005 and the legal precedent by which a child under the age of 16 can consent for themselves. Safeguarding policies were clear and accessible. Staff we spoke with had a clear understanding of these areas.
- The practice's recruitment policy reflected regulation and the practice had appropriate documentation recorded for a recently employed member of staff.

These improvements showed the provider had taken action to address the shortfalls we found when we inspected on 6 March 2017.