

Caitlin Devlin and Nicholas Harrison

Bath Street Dental Practice

Inspection report

6 Bath Street
Abingdon
OX14 3QH
Tel: 01235521010
www.bathstreetdentist.co.uk

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Overall summary

We undertook a follow-up focused inspection of Bath Street Dental Practice on 14 January 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 Care Quality Commission, (CQC), inspector who was supported by a specialist dental adviser.

At our inspection on 2 September 2021 we found the registered provider was not providing well-led care and was in breach of Regulation 19 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 Bath Street Dental Practice on our website www.cqc.org.uk.

As part of this inspection we asked:

- Is it well-led?

When one or more of the five 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.

Our findings were:

Are services well-led?

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

Summary of findings

The provider had made improvements in relation to the regulatory breach we found at our inspection on 2 September 2021.

Background

Bath Street Dental Practice provides NHS and private dental care and treatment for adults and children.

The practice treatment rooms are based on the first and second floor of the practice. New patients who find stairs a barrier are advised of this when they contact the practice.

There are no specific patient car parking spaces at the practice. However, there is on-street parking available nearby.

The dental team includes four dentists, one dental hygiene therapist, five dental nurses, one receptionist and a practice manager. The practice has three treatment rooms.

During the inspection we spoke with practice manager. We looked at records about how the service is managed.

The practice is open:

- Monday 8.30am to 5.30pm
- Tuesday 8.30am to 5.30pm
- Wednesday 8.30am to 7.30pm
- Thursday 8.30am to 5.30pm
- Friday 8.30am to 4.30pm

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Our key findings were:

- The provider operated effective staff recruitment procedures which reflected current legislation.

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

At our previous inspection on 2 September 2021 we judged the provider was not providing well-led care and was not complying with the relevant regulations. We told the provider to take action as described in our requirement notice.

At our follow-up inspection on 14 January 2022 we found the practice had made the following improvements to comply with the regulations:

Governance and management

Staff recruitment procedures reflected current legislation.

Staff recruitment files were maintained in an ordered way and all of the required information was available.

We reviewed the recruitment file for a member of staff who had been recruited since our visit in September 2021 and saw evidence which confirmed that all the required recruitment checks had been carried out.

These improvements showed the provider had taken action to improve the quality of services for patients and comply with the regulations when we carried out a follow-up focused inspection on 14 January 2022.