

Kleibercare Limited

Wordsworth House Dental Practice

Inspection Report

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Overall summary

We carried out a focused inspection of Wordsworth House Dental Practice on 13 November 2017.

The inspection was led by a CQC inspector who was supported by a specialist dental adviser.

We carried out this inspection focusing only on the safe key question to check on information we had received relating to this aspect of care at this practice.

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 area where improvement was required.

At the previous comprehensive inspection we found the registered provider was providing effective, caring, responsive and well-led care in accordance with relevant regulations. We judged the practice was not providing safe care in accordance with regulation 12 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 Wordsworth House Dental Practice on our website www.cqc.org.uk.

Our findings were:

Are services safe?

We found this practice was providing safe 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 28 January 2015.

We found this practice was providing safe care in accordance with the relevant regulations.

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?

We found that this practice was providing safe care in accordance with the relevant regulations.

The practice had systems and processes to provide safe care and treatment.

Premises and equipment were clean and properly maintained. The practice followed national guidance for cleaning, sterilising and storing dental instruments.

No action



Are services safe?

Our findings

At our previous inspection on 28 January 2015 we judged the practice was not providing safe care in accordance with the relevant regulations. We told the provider to take action as described in our requirement notice. At the inspection on 13 November 2017 we noted the practice had made the following improvements to meet the requirement notice:

- We saw evidence that the practice audited infection prevention and control procedures every six months to assess compliance with Department of Health guidance and took action if shortfalls were identified.
- The Infection Control Policy, dated September 2017, provided staff with information which reflected current guidance.
- The practice had provided a suitable decontamination area and equipment which met the essential standards in the Department of Health guidance HTM01-05, and included providing staff with guidance and facilities for carrying out hand hygiene during the decontamination process.

The practice had also made further improvements:

- The practice ensured all policies were dated and regularly reviewed, the last review being September 2017, to reflect current practices and procedures.
- The practice ensured the Health and Safety Executive were notified in April 2015 of the practice's use of ionising radiation conforming with the Ionising Radiation (Medical Exposure) Regulations.
- The practice made available a copy of local rules, dated September 2017, with each X-ray set to give easily accessible guidance to staff.
- The practice had provided an automated external defibrillator (AED) as part of the emergency equipment kept at the practice.

These improvements showed the provider had taken action to address the shortfalls we found when we inspected on 28 January 2015.