

Buckle and McGrath Limited

Buckle & McGrath - Hilltop Court

Inspection Report

Thornton Common Road
Thornton Hough
Wirral
CH63 4JT
Tel: 0151 3538943
Website: www.buckleandmcgrath.com

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Overall summary

We carried out an announced comprehensive inspection at Buckle and McGrath – Hilltop Court on 14 October 2015 and at this time breaches of a legal requirement were found. After the comprehensive inspection the practice wrote to us and told us that they would take action to meet the following legal requirements set out in the Health and Social Care Act (HSCA) 2008:

Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulation 2010, Fit and proper persons employed.

On 14 April 2016 we carried out a focused review of this service under section 60 of the Health and Social care Act 2008 as part of our regulatory functions. The review was carried out to check whether the provider had completed the improvements needed and identified during the comprehensive review on 14 October 2015. 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 Buckle and McGrath – Hilltop Court on our website at cqc.org.uk

The findings of this review were as follows:

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

- The practice had addressed the issues identified during the previous inspection.
- Its recruitment policy and procedures were suitable and recruitment arrangements were in line with Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Necessary employment checks were in place for all staff and the required specified information in respect of persons working at the practice was held.

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?

At this review we only asked the question - Are services safe - to follow up the concerns identified at the last inspection.

Evidence was provided as part of this desk based review to demonstrate improved systems.

Improvements to the recruitment policy and procedures now ensured that staff were safely recruited and all specified and required information was held in respect of persons working at the practice.

Buckle & McGrath - Hilltop Court

Detailed findings

Background to this inspection

Buckle and McGrath- Hilltop Court is a dental care provider specialising in providing private restorative and cosmetic dentistry. They provide services from a building refurbished to a high standard which included a reception area, waiting room, three treatment areas, offices and a dedicated lecture hall from where advanced dental care training is provided.

There are three dentists, a dental hygienist, a dental therapist, treatment coordinator, dental assistant and practice manager working at the practice. The practice is open Monday – Thursday 8.30am – 6pm and Friday 8.30am – 5pm. Emergency and out of hour's service information is displayed and given to patients of the practice.

The practice manager is 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.

CQC inspected the practice on 10 October 2015 and asked the provider to make improvements regarding carrying out

required checks and retaining required information relating to staff working at the practice and with relevance to their role. We checked these areas as part of this focussed inspection and found this had been resolved.

We carried out a desk based review of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider had completed the requirements identified during the comprehensive inspection carried out in October 2015. The checks made were to ensure the provider was now meeting the legal requirement and regulations associated with the Health and Social Care Act 2008.

This review was undertaken by a CQC Lead Inspector on 14 April 2016.

The inspection was carried out as a focused desk based review. The practice was contacted and a request was made for them to submit evidence to demonstrate that they had made the necessary improvements and were now meeting the regulation identified as being breached at the last inspection. A range of information was submitted by the practice and reviewed by the inspector.

Are services safe?

Our findings

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

Staff recruitment

When we inspected the practice in October 2015 we were concerned with the way the practice managed recruitment of dentists. We found that one dentist working at the practice had not had suitable and appropriate checks undertaken prior to working there. They did not have all the required information relating to this person held on file. There were no details of previous employment, references, photographic identification, professional qualifications or a Disclosure and Barring Service (DBS) check.

The practice now had effective systems, processes and practices in place to ensure all staff received the required checks and all required information was held on record.

- We saw evidence that demonstrated suitable policies and procedures were in place and that these were now followed for all staff. These included:

- a recruitment and selection policy and procedure
- a probationary period policy and procedure
- capability policy and procedure
- fit and proper persons policy and procedure with action list for directors and employees
- an audit of personnel files was undertaken to demonstrate compliance with the relevant policies and procedures.
- We saw evidence of the dentist's professional qualifications, registration with the General Dental Council, entry to the dental performers list, relevant criminal record check, photographic proof of identification, clinical reference and valid certificate to demonstrate immunisation against Hepatitis B. People who are likely to come into contact with blood products and are at increased risk of needle-stick injuries should receive these vaccinations to minimise risks of blood borne infections.