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# Rocky Lane Dental Practice

## Inspection Report

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### Overall summary

We carried out an announced comprehensive inspection at Rocky Lane Dental Practice on 8 March 2016 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 requirement set out in the Health and Social Care Act (HSCA) 2008:

Regulation 17 HSCA (RA) Regulations 2014 Good governance

On 17 January 2017 we carried out a follow up review of this service under section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was carried out to check whether the provider had completed the improvements needed and identified during the comprehensive inspection in March 2016.

We reviewed the practice against one of the five questions we ask about services: is the service well-led? 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 Rocky Lane Dental Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

We reviewed information Rocky Lane Dental Practice had sent us as part of this review, checked whether they had followed their action plan and to confirm that they now met the legal requirements.

#### **Our findings were:**

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#### **Are services well-led?**

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

#### **Background**

The practice is situated in Heswall town centre. It has one dentist, two dental hygienists, two qualified dental nurses, an apprentice and a receptionist. The practice provides primary dental services to predominately private patients and some NHS patients. The practice is open as follows:

Monday 8am – 4pm

Tuesday 9am – 5.30pm

Wednesday 9am – 3pm

Thursday 10am – 7pm

Friday 8.30am – 4pm

The principal dentist is registered with the Care Quality Commission (CQC) as an individual and is legally responsible for making sure that the practice meets the requirements relating to safety and quality of care, as specified in the regulations associated with the Health and Social Care Act 2008.

#### **Our key findings were:**

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

# Summary of findings

- A recruitment policy had been implemented that included obtaining the required information for people working at the practice such as photographic identification, references, qualifications and Disclosure and Barring Service (DBS) checks. We were told that new staff had undertaken the required checks and the information was now held on file.

Governance arrangements included:

- An audit programme had been implemented and included audits, such as decontamination, radiographs and record keeping.
- Risks such as health and safety, fire and Legionella had been assessed and action taken to mitigate the risks.
- A patient satisfaction survey had been undertaken and the feedback was all positive.

The complaints procedure was displayed in the waiting room.

We found that the practice had acted upon other recommendations made at the previous inspection to improve the service and care.

# 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?**

The practice was now providing well led care. Evidence we reviewed at this inspection demonstrated improved systems and processes were in place.

Since the last inspection on 8 March 2016 the practice had reviewed their governance systems: Audits and risk assessments were in place.

Patient's views were obtained by means of a patient survey.

The complaints procedure was displayed in the practice waiting area.

A recruitment policy and procedures were in place that reflected the need to obtain required information prior to employment.

**No action**



# Rocky Lane Dental Practice

## Detailed findings

### Background to this inspection

At this review we asked the questions - Is it well led? - to follow up the concerns identified at the last inspection. We undertook a desk based follow up review of Rocky Lane Dental Practice on the 17th January 2017. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our inspection in March 2016 had been made. We inspected the practice against one of the five questions we ask about services. This is because the service was not meeting some legal requirements.

This review was undertaken by a CQC inspector on 17 January 2017.

The inspection was carried out as a focused desk based review. The practice submitted an action plan following the comprehensive inspection and further evidence to demonstrate that they had made the necessary improvements and were now meeting the regulation identified as being breached at the last inspection. This information was reviewed by the inspector.

# Are services well-led?

## Our findings

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

### Governance arrangements

When we inspected the practice in March 2016 we were concerned with the way the practice managed governance. We found there was a lack of systems and processes in place for obtaining and acting upon feedback from patients, assessing, managing and monitoring risks, safe recruitment of staff and a lack of audits to monitor the quality and safety of services.

During this follow up inspection we found action had been taken to address the shortfalls from the previous inspection. The practice had improved governance systems, processes and practices in place.

- Risk assessments had been undertaken including Legionella, infection prevention and control and general health and safety.
- The recruitment policy and procedures had been revised to include obtaining all required information in relation to people employed at the practice.
- Policies and procedures had been reviewed and revised and staff had read and understood them.
- Audits had been undertaken which included decontamination, radiography and record keeping.
- Patient views and feedback were gathered and a patient satisfaction survey had been undertaken.