

Watford Orthodontic Practice Limited

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## Inspection Report

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### Overall summary

We carried out an announced comprehensive inspection of this practice on 1 December 2015. Breaches of legal requirement were found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to clinical audits and continuous professional development.

We undertook this desk-based inspection to check that they had followed their plan and to confirm that they now met legal requirements. 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 Watford Orthodontic Practice Limited on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

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

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

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

#### **Background**

Watford Orthodontic Practice Limited is a solely orthodontic practice providing referral orthodontic services for NHS patients.

The practice manager has applied to become 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.

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

- Infection control and radiology audits were completed by the practice and action plans directed staff on areas of improvement.
- Staff were required to submit all training certificates to the practice manager who maintained oversight of the training and training needs of staff.

# 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?**

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

Following our previous inspection the practice had implemented a system of clinical audit in the areas of infection control and radiography, to be completed at the recommended intervals.

Continuous professional development (CPD) requirements for staff as set out by the General Dental Council were known by the practice, and the practice implemented a system to ensure that all staff remained up to date.

**No action** 

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## Detailed findings

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the practice was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

We undertook a desk based focussed inspection on 20 September 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 1 December 2015 had been made. We inspected the practice against one of the five questions we ask about services: is the service Well-led. This is because the service was not meeting some legal requirements

# Are services well-led?

## Our findings

### **Learning and improvement**

The practice used clinical audit as a tool to highlight areas where improvement could be made. Audits in infection control and quality of X-rays taken highlighted areas where improvements could be made.

The X-ray audit shown to us indicated good quality of X-rays overall, and a written action plan was drawn up to further improve the overall quality.

Following our previous visit the practice had implemented a system to record and monitor the training of all staff. Continuous professional development (CPD) is a requirement for all registered dental professionals. The practice ensured that all staff submitted CPD certificates to the practice manager who kept logs of each staff members training.

In this way the practice could be assured of staff keeping up to date with their requirements of CPD as set out by the General Dental Council.