

Walton Road Dental Practice

Walton Road Dental Practice

Inspection Report

44 Walton Road
Stockton Heath
Warrington
Cheshire
WA4 6NL
Tel: 01925 604004

Website:
www.walton-road-dental-health-practice.co.uk

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Overall summary

We carried out an announced comprehensive inspection at Walton Road Dental Practice on 16 June 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 23 May 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 identified and needed during the comprehensive review in June 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 Walton Road Dental Practice 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 staff where appropriate and the required specified information in respect of persons working at the practice was held.
- Other recommended actions had also been taken to improve care and service.

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 - Is it 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 were now in place.

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

Are services effective?

<Findings here>

Are services caring?

<Findings here>

Are services responsive to people's needs?

<Findings here>

Are services well-led?

<Findings here>

Walton Road Dental Practice

Detailed findings

Background to this inspection

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 June 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 23 May 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.

To get to the heart of patients' experiences of care and treatment, we ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

At this review we asked the question - Is it safe? - to follow up the concerns identified at the last inspection.

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 June 2015 we were concerned with the way the practice managed recruitment of its staff. The recruitment policy and procedures were not suitable or effective. We found that overall staff files did not contain all the required information relating to workers. For example, there was no proof of identification or photograph, only one reference was available for just some of the staff and no evidence to demonstrate the person's medical fitness to undertake the role.

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 including checklists
- A training policy
- Disciplinary and grievance policy and procedures
- Underperformance and whistleblowing policy
- Equality and diversity policies
- Fitness to practice policy

It was confirmed by the practice that they had reviewed the information they held on staff and now had the required photographic identification, evidence of qualifications and fitness to practice. References had been obtained for recently employed staff, for staff employed some time ago they had carried out risk assessments as to their suitability for employment.