

Daylesford Associates Limited

Bolton Road Dental Centre

Inspection Report

1 Bolton Road

Bolton

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Overall summary

We undertook an unannounced focused inspection of Bolton Road Dental Centre on 18 March 2019. This inspection was carried out in response to information of concern shared with the CQC.

The inspection was led by a CQC inspector who was supported by a second CQC inspector.

As part of this inspection we asked:

- Is it safe?

Our findings were:

Are services safe?

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

Background

Bolton Road Dental Centre is in Bolton and provides NHS and private treatment to adults and children.

There is level access to the ground floor for people who use wheelchairs and those with pushchairs. Car parking spaces, including spaces for blue badge holders, are available near the practice.

The practice has four treatment rooms.

The practice is owned by a company and as a condition of registration must have a person registered with the Care Quality Commission as the registered manager. Registered managers have legal responsibility for meeting

the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run. At the time of the inspection the practice did not have a registered manager in post.

During the inspection we spoke with the practice manager. We looked at the premises and records relating to the area of concern.

The practice is open:

Monday 09:00 - 13:00 and 13:45 - 17:00

Tuesday 09:00 - 13:00 and 13:45 - 17:15

Wednesday 09:00 - 13:00 and 13:45 - 17:30

Thursday 09:00 - 13:00 and 13:45 - 18:00

Friday 09:00 - 13:00 and 13:30 - 16:00

Our key findings were:

- The premises were clean and well maintained.
- Appropriate action had been taken to address pest control concerns.

There were areas where the provider could make improvements. They should:

- Review the practice's system for recording, investigating and reviewing incidents or significant events with a view to preventing further occurrences and ensuring that improvements are made as a result.

Summary of findings

- Review the provider's registration conditions to ensure the regulated activities at Bolton Road Dental Centre are managed by an individual who is registered as a manager.

Summary of findings

The five questions we ask about services and what we found

We asked the following question(s).

Are services safe?

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

- We carried out this unannounced visit because of a report of pest control concerns. We found the practice had acted to address this to comply with the regulations.
- The entry point was identified and sealed, and areas affected had been cleared to confirm that damage had not occurred to equipment.
- Affected areas were sanitised and areas behind cabinetry inspected to ensure there was no further pest activity. Items stored in the areas affected were disposed of.
- The incident had not been documented as per the organisation's policy. An incident report was completed and sent to us after our visit.

No action



Are services safe?

Our findings

We carried out this unannounced visit to investigate a report of pest control issues. We found the practice had taken action to address this to comply with the regulations.

A member of staff reported to the practice manager that they had seen rodent activity. We asked to see evidence that appropriate action had been taken to address this. We saw documentation that showed the practice had engaged the services of a specialist pest control company who attended the practice on three occasions.

The entry point was identified and sealed, and areas affected had been cleared to confirm that damage had not occurred to equipment. The affected areas were sanitised and areas behind cabinetry inspected to ensure there was no further rodent activity. Items stored in these areas were disposed of.

We asked to see evidence that this had been documented as an incident as per the organisation's policy, and to demonstrate that all necessary action had been taken and staff informed. The practice manager confirmed that this had not been done. An incident report form was completed immediately after our visit and we were sent evidence of this. The practice manager gave assurance that they would report the incident to the Bolton Environmental Health team to ensure action is taken to address the suspected source of infestation in the adjacent properties.

At the time of inspection there was no registered manager in post as required as a condition of registration. A registered manager is legally responsible for the management of services for which the practice is registered. We discussed this with the practice manager to action.