

Ballard And Tucker Limited

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Inspection Report

Saffron Road
Biggleswade
Bedfordshire
SG18 8DJ
Tel:
Website:

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Overall summary

We carried out an announced comprehensive inspection of this practice on 17 May 2016. Breaches of legal requirements were found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to safe care and treatment and good governance.

We undertook this focused 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 Ballard And Tucker Limited on our website at 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

Ballard and Tucker Limited is a dental practice providing general dental treatment and some specialist dental treatment in Biggleswade, Bedfordshire. Treatment is provided on the NHS, but is mostly paid for privately.

The practice is located over two floors of a purpose built building. The main reception is situated downstairs along

with three treatment rooms. The other two treatment rooms are situated upstairs. Access to the upstairs area is via an external door and could not be made through the building.

The practice is open from 8.30 am to 5.30 pm Monday to Friday.

Access for urgent treatment outside normal opening hours is by following the instruction displayed on the door, and explained on the answerphone, or by telephoning the NHS 111 service.

The principal dentist is registered with the Care Quality Commission (CQC) as an individual. 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:

- Improvements were seen in all areas where concerns had been highlighted in the comprehensive inspection.
- Clinical audit was used effectively to highlight areas where improvements could be made.
- Medicines and equipment to treat medical emergencies were in line with national guidance and kept together.

Summary of findings

- Pre-employment checks were carried out in line with regulation.
- Appropriate documentation pertaining to substances hazardous to health was kept in the practice.
- Policies to aid the smooth running of the service had been updated and signed by staff since our last visit to the practice.

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.

Improvements were noted in the way the practice managed significant events, recruitment of staff, control of substances hazardous to health documentation and policies and protocols.

Areas of concerns regarding access to patient records had been addressed.

The practice manager had oversight of continuous professional development and staff training.

No action 

Ballard and Tucker Limited

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 an announced focused inspection of Ballard and Tucker Ltd on 6 April 2017. This inspection was carried

out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 17 May 2016 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.

The inspection was led by a CQC inspector who was accompanied by a dental specialist advisor.

Are services well-led?

Our findings

Governance arrangements

Areas of concerns from the previous inspection were examined and improvements were noted in many areas. The practice had a comprehensive file of substances hazardous to health and risk assessments in place to manage any accident involving them.

Improvements were noted in the management of significant incidents and staff recruitment. We examined the recruitment file a recent applicant and found the checks carried out were in line with regulation and assured the provider of employing fit and proper persons.

The upstairs reception area was now manned when any patient were being seen there, patient records and hazardous substances that were accessible before had been secured.

The infection control process conformed to national guidelines, as did the medicines and equipment for use in a medical emergency.

Policies had been reviewed and staff signed the new policies to confirm their understanding.

Learning and improvement

Concerns were raised at the previous inspection that clinical audit was not effective at highlighting areas where improvements could be made. We examined the clinical audits that had been completed since our last inspection in infection control and X-ray quality and found that they were comprehensive and accurate.