

Mazdak Eyrumlu and Azad Eyrumlu

Manor Dental Care

Inspection Report

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Overall summary

Further to the outcome of a previous inspection, carried out in November 2016, we carried out an announced focused inspection relating to the well led provision of services on 13 February 2017 to ask the practice the following key question;

Are services well-led in relation to governance; specifically in relation to collating the records of training, learning and development needs of staff members and the establishment of an effective system for obtaining patient feedback on the quality of services provided by the practice?

Our findings were:

Are services well-led?

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

Background

CQC inspected the practice on 1 November 2016 and asked the provider to make improvements regarding:

- Regulation 17 HSCA (RA) Regulations 2014 Good Governance.

We checked this area as part of this focused inspection and found this had been resolved.

Manor Dental Care is a dental practice providing NHS and private treatment for both adults and children. The practice is based on the first floor of commercial premises in Oxford.

The practice has four dental treatment rooms and a separate decontamination room used for cleaning, sterilising and packing dental instruments. The practice is situated on the first floor of the building; patients with limited mobility are sign-posted to nearby dental services with ground floor access.

The practice employs two dentists, two locum dentists, one hygienist, two dental nurses of which one is a trainee, one receptionist and a practice manager.

The practice's opening hours are 8.30am to 1pm and 2pm to 5.30pm Monday to Friday, 8.30am to 1pm and 2pm to 7pm on Thursday and 8.30am and 2pm on Saturday.

There are arrangements in place to ensure patients receive urgent medical assistance when the practice is closed. This is provided by an out-of-hours service.

There was no registered manager at the time of our inspection at this location.

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'.

Summary of findings

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.

We obtained the views of five patients on the day of our inspection.

Our key findings were:

- The practice had an effective system for collating the records of training, learning and development needs of staff members is established.
- The practice obtained feedback on the quality of services provided by 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?

The practice collated records of staff training and could be assured that staff were meeting the needs of their professional registration.

The practice gathered feedback from patients through surveys, compliments and complaints. We saw that there was a robust complaints procedure in place, with details available for patients in the waiting area

No action



Manor Dental Care

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.

Further to the outcome of a previous inspection, carried out in November 2016 we carried out an announced focused inspection relating to the well led provision of services on 13 February 2017. The inspection was carried out by a CQC inspector

During the inspection, we spoke with the practice manager and reviewed procedures and other documents.

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

- Is it well-led?

This question therefore formed the framework for the areas we looked at during this inspection



Are services well-led?

Our findings

Governance arrangements

The governance arrangements for this location consisted of a newly appointed practice manager who was responsible for the day to day running of the practice.

Learning and improvement

We noted there was a system in place for collating the records of completed training and development needs of staff members. The practice manager drew our attention to a spreadsheet displayed on the office wall which identified the training status of all staff working at Manor Dental Care.

Practice seeks and acts on feedback from its patients, the public and staff

The practice gathered feedback from patients through surveys, compliments and complaints. We saw that there was a robust complaints procedure in place, with details available for patients in the waiting area.

We were shown results of a recent patient satisfaction survey which we were told the results were in the process of being analysed.