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Bar Hill Dental Clinic

Inspection Report

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Overall summary

We carried out this inspection to follow up concerns we originally identified during a comprehensive inspection of the practice on 4 July 2017 under Section 60 of the Health and Social Care Act 2008.

At a comprehensive inspection we always ask the following five questions to get to the heart of patients' experiences of care and treatment:

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

When one or more of the five questions is not met we require the service to make improvements and send us an action plan. We then inspect again after a reasonable interval, focusing on the area where improvement was required.

At the previous comprehensive inspection, we found the registered provider was providing safe, effective, caring

and responsive care in accordance with relevant regulations. However, we judged the practice was not providing well-led care in accordance with Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. You can read our report of that inspection by selecting the 'all reports' link for Bar Hill Dental Practice on our website www.cqc.org.uk.

During this inspection, we spoke with the principal dentist and practice manager. We checked the premises and reviewed a range of documentation in relation to the management of the practice.

Our findings were:

- The provider had made good improvements to put right the shortfalls we found at our previous inspection. The provider must ensure that these newly implemented improvements are embedded and sustained in the long- term in 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 regulation.

The improvements we noted since our previous inspection showed that governance within the practice had improved and systems were in place to ensure standards were met. This included implementing a system for recording and learning from incidents, improving legionella control, tracking patient referrals, and strengthening recruitment practices and fire safety management.

No action



Are services well-led?

Our findings

At our previous inspection on 4 July 2017, we judged the practice was not providing well-led care in accordance with the relevant regulations. We issued a requirement notice as a result.

During this inspection we noted the following improvements:

- The practice had implemented a specific policy in relation to untoward events and a log to record any incidents. We reviewed the details of two untoward incidents that had occurred since our previous visit; these included a blood spill and a patient faint.
- Missing emergency medical equipment had been purchased and we saw a full set of airways and a paediatric self-inflating in the practice's emergency kit bag.
- Glucagon was now kept out of the fridge, and we noted that its expiry date had been reduced to accommodate this.
- We reviewed recruitment paperwork for a recently employed member of staff and saw that all essential pre-employment checks had been conducted to ensure they were suitable to work at the practice.
- The practice had conducted a full legionella assessment and its recommendations to extend the pipework at dead legs had been implemented.
- The practice had updated its fire risk assessment and had added fire blankets and improved signage to fire exits as a result. The principal dentist had also attended a specific fire awareness seminar.
- Staff's arms were bare below the elbow to reduce the risk of cross contamination.
- The practice had undertaken an infection control audit on 1 May 2018 and this gave a more accurate picture of the practice's procedures, than previous audits.
- The external clinical bin had been chained to the wall for additional security.
- We noted rectangular collimation was available on all X-ray units we checked.
- A system of monitoring all patients' referrals made by the practice had been implemented so they could be tracked.
- A portable hearing loop had been purchased, to help those patients with hearing aids.
- Professional registration checks were now undertaken annually by the practice manager.
- The practice manager and all dental clinicians had received an appraisal of their performance.