

Ms. Roseann Shanks

5 De Parys Dental Care - Bedford

Inspection Report

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Overall summary

We carried out an announced comprehensive inspection of this practice on 9 November 2015. 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 the breaches.

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 5 De Parys Dental Care - Bedford 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

5 De Parys Dental Care is a private dental practice in the centre of Bedford. It is situated on the ground floor of a converted Victorian townhouse.

The practice has three surgeries, and offers a range of general dental treatment and tooth whitening. They also give the option of treatment under conscious sedation.

The principal dentist offers a range of facial aesthetic treatments (these are cosmetic treatments including dermal fillers and botulinum toxin treatment) in addition to the general dentistry.

The CQC inspected the practice on 9 November 2015 and asked the provider to make improvements regarding staff recruitment, reviewing policies, clinical audit and maintaining oversight of continuous professional development (CPD) training by the staff to ensure they remained up to date. We checked these areas as part of this comprehensive inspection and found this had been resolved.

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

Summary of findings

- The practice had implemented a system by which staff were asked to declare the CPD they had carried out so that the practice principal could maintain oversight of the training needs of the staff.
- Infection control audit had been carried out which was detailed, and had generated an action plan.
- The practice had implemented an induction record that highlighted the pre-employment checks so that the practice could be assured of employing fit and proper persons.
- Practice policies had been reviewed and updated.

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.

The practice had implemented several new systems to ensure compliance with the relevant regulations. These included a system by which staff would inform the practice manager on an annual basis of their CPD activity in the previous year.

The practice had implemented a new recruitment policy, and an induction checklist to ensure that all appropriate checks were completed on new staff.

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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 a desk based focused inspection of 5 De Parys Dental Care – Bedford on 26 May 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 9 November 2015 had been made. We inspected the practice against one of the five questions we ask about services: is the service well-led. This was because the service was not meeting some legal requirements

Are services well-led?

Our findings

Governance arrangements

The practice had undertaken a programme of updating and reviewing the policies which contribute to the smooth running of the practice. We saw evidence that these were relevant, and a review date had been written on the documents to prompt further renewal at an appropriate interval.

Following our inspection the practice had reviewed their recruitment procedures, and had made several changes to the process. A new recruitment policy detailed the requirements of Schedule 3 of the Health and Social Care Act regulations. This information formed part of a new induction checklist to ensure that the appropriate checks had been carried out for all new staff.

We saw examples of this new process, this included references being sought and recorded. The immunisation status regarding Hepatitis B of the prospective member of staff was also sought and recorded (Staff who are likely to come into contact with blood products, or are at increased

risk of needle stick injuries should receive these vaccinations to minimise the risk of contracting blood borne infections). In addition we saw evidence that contact information was kept on record for staff.

Learning and improvement

Following our inspection the practice had implemented systems to ensure that areas of concern were highlighted and continuous improvement of the service occurred.

We saw evidence that infection control audit had been carried out; this detailed any areas of improvement in a dedicated action plan. Each action was given a date by which the improvement should be implemented.

The practice had set up a system by which the training needs of staff to satisfy the requirements of the General Dental Council (GDC) would be identified and met. This involved all staff making a written declaration to the practice manager annually in line with the declaration they have to make to the GDC. As well as detailing the overall amount of training undertaken this also sought information in each of the required training fields.

In this way the practice could be assured of recognising a particular training need of a member of staff.