

Dr A Gill

CP Dental

Inspection Report

5 Alexandra Terrace
Alexandra Road
Aldershot
Hampshire
GU11 3HU
Telephone: 01252 314820

Date of inspection visit: 29/03/2019
Date of publication: 19/05/2020

Overall summary

We undertook a focused inspection of CP Dental on 29 March 2019. This inspection was carried out to review in detail the actions taken by the registered provider to improve the quality of care and to confirm that the practice was now meeting legal requirements.

The inspection was carried out by a CQC inspector.

We undertook a comprehensive inspection of the practice on the 10 September 2018 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

We found the registered provider was not providing well-led care and was in breach of regulation 17 and 19 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 dental practice on our website www.cqc.org.uk.

When one or more of the five questions are 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 areas where improvement was required.

As part of this inspection we asked:

- Is it well-led?

Background

CP Dental provides NHS and private treatment to patients of all ages.

There is level access for people who use wheelchairs and those with pushchairs. Car parking spaces are available on the main road at the front of the practice.

The dental team includes two dentists, one dental hygienists, two dental nurses and a receptionist. The practice has two treatment rooms.

The practice is owned by a partnership 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. The registered manager at CP Dental is the principal dentist.

During the inspection we spoke with the principal dentist and the receptionist.

We looked at practice policies and procedures and other records about how the service is managed.

The practice is open 9am to 5.30pm Monday to Friday and Saturday morning between 9am and 1pm to treat private patients. The practice closes for lunch between 1pm and 2pm daily.

Summary of findings

Our findings were:

- The provider had made good improvements in relation to the regulatory breach we found at our previous inspection and was now providing well-led care in accordance with the relevant regulations.

Summary of findings

The five questions we ask about services and what we found

We asked the following question(s).

Are services well-led?

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

Effective action had been taken to address the shortfalls we had identified at our previous inspection. For example; the management of antimicrobial prescribing and infection control audits were carried out in line with national guidance.

Decontamination of instruments and validation of equipment used in the process followed national guidelines.

Fire safety and patient record audit action plans were carried out.

Staff recruitment processes were improved to ensure new staff received essential checks before they started to work at CP Dental.

We identified several shortfalls which did not constitute a breach of regulations but these had also been addressed. Patient dental care record storage, emergency equipment, interpreting services and patient feedback systems were implemented and managed effectively.

No action



Are services well-led?

Our findings

At our previous inspection on 10 September 2018, we judged the practice was not providing well-led care in accordance with the relevant regulations.

We told the provider to take action as described in our requirement notice.

During this inspection, we found that staff had implemented the following improvements:

- Audits of infection control, radiographs, antimicrobial prescribing were undertaken.
- Fire safety and patient record audit action plans were carried out.
- Decontamination of instruments and validation of equipment used in the process followed national guidelines.
- Systems were improved to ensure new staff received essential checks before they started to work at CP Dental.
- Emergency medicines and equipment were audited and items replaced where necessary.
- Patient records were stored securely in the reception area.
- Language interpreting services were available
- Patient feedback was promoted and results fed back to patients.

These improvements demonstrated the provider had taken effective action to comply with regulation.