

Shams Moopen Dental Practice

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Inspection report

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Overall summary

We undertook a follow up focused inspection of Shams Moopen Dental Practice on 12 October 2022. 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 led by a CQC inspector who was supported by a specialist dental adviser.

We undertook a comprehensive inspection of Shams Moopen Dental Practice on 17 May 2022 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 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 Shams Moopen Dental Practice on our website www.cqc.org.uk.

As part of this inspection we asked:

- Is it safe?
- Is it well-led?

Our findings were:

Are services safe?

We found this practice was providing safe care in accordance with the relevant regulations.

The provider had made improvements in relation to the regulatory breach we found at our inspection on 17 May 2022.

Summary of findings

Are services well-led?

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

The provider had made improvements in relation to the regulatory breach we found at our inspection on 17 May 2022.

Background

The provider has 2 practices and this report is about Shams Moopen Dental Practice.

Shams Moopen Dental Practice is in Northampton and provides NHS and private dental care treatment for adults and children.

There is level access to the practice for people who use wheelchairs and those with pushchairs. Car parking spaces, including dedicated parking for people with disabilities, are available near the practice. The practice has made some reasonable adjustments to support patients with additional needs.

The dental team includes 6 dentists, 6 dental nurses of whom 1 is a trainee, 1 dental hygienist, 2 dental therapists, 2 receptionists and a practice manager. The practice has 9 treatment rooms.

During the inspection we spoke with 2 dentists, 1 dental nurse, 1 receptionist, the registered manager and the practice manager. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday to Thursday from 9am to 6.30pm

Friday from 9am to 4.30pm

Summary of findings

The five questions we ask about services and what we found

We asked the following question(s).

Are services safe?

No action



Are services well-led?

No action



Are services safe?

Our findings

We found that this practice was providing safe care and was complying with the relevant regulations.

At the inspection on 12 October 2022 we found the practice had made the following improvements to comply with the regulation:

- The practice had safeguarding processes and staff knew their responsibilities for safeguarding vulnerable adults and children. All staff had received training in safeguarding and displayed an awareness of their role in how to identify and raise any concerns.
- The practice had procedures to reduce the risk of Legionella or other bacteria developing in water systems, in line with a risk assessment. Remedial action identified in the legionella risk assessment was satisfactorily completed.
- The practice had policies and procedures in place to ensure clinical waste was segregated and stored appropriately in line with guidance.
- We saw the practice was visibly clean and there was an effective cleaning schedule to ensure the practice was kept clean.
- The practice ensured the facilities were maintained in accordance with regulations.
- The practice had implemented systems to assess, monitor and manage risks to patient and staff safety. This included sharps safety, sepsis awareness and lone working.

Are services well-led?

Our findings

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

At the inspection on 12 October 2022 we found the practice had made the following improvements to comply with the regulation:

- The practice demonstrated a transparent and open culture in relation to people's safety.
- There was strong leadership and emphasis on continually striving to improve.
- Systems and processes were embedded, and staff worked together in such a way that the inspection did not highlight any issues or omissions.
- Staff had clear responsibilities roles and systems of accountability to support good governance and management.
- We saw there were clear and effective processes for managing risks, issues and performance.
- Staff acted on appropriate and accurate information.
- The practice had quality assurance processes to encourage learning and continuous improvement. These included audits of dental care records, disability access, radiographs and infection prevention and control.
- Staff kept records of the results of these audits and the resulting action plans and improvements.