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Your DentalCare - Bexhill-On-Sea Practice

Inspection report

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Overall summary

We undertook a follow up focused inspection of Your Dentalcare Bexhill-on-Sea on 16 June 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 had access to a specialist dental adviser.

We undertook focused inspections of Your Dentalcare Bexhill-on-Sea on 25 January 2022 and 31 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 safe, effective and well led care and was in breach of regulations 12 Safe care and treatment and 17 Good governance 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 Your Dentalcare Bexhill-on-Sea 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.

Summary of findings

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 31 May 2022.

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 breaches we found at our inspection on 31 May 2022.

Background

The provider has two practices and this report is about Your Dentalcare Bexhill-on-Sea.

Your Dentalcare Bexhill-on-Sea is in Bexhill-on-Sea and provides NHS and private dental care and treatment for adults and children.

There is stepped 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 dental team includes a dentist, a trainee dental nurse, a practice manager and a general manager, who is a registered dental nurse. The practice has two treatment rooms. One of which is decommissioned.

During the inspection we spoke with the practice manager and the general manager. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday to Friday 9am to 5pm

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 16 June 2022 we found the practice had made the following improvements to comply with the regulations:

The practice had infection control procedures which reflected published guidance. The practice had introduced additional procedures in relation to COVID-19 in accordance with published guidance. We saw the pouching and storage of re-processable instruments was in line with HTM 01-05.

The practice had procedures to reduce the risk of Legionella or other bacteria developing in water systems, in line with a risk assessment. We saw evidence to support water temperatures were within the parameters which do not allow for legionella to develop. The shower had been disconnected.

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. We saw that the practice had been redecorated and the ceiling tiles that were missing or stained had been replaced.

The practice had arrangements to ensure the safety of the X-ray equipment and we saw the required radiation protection information was available. We saw that local rules had been updated and included a diagram of the controlled area. We saw that a rectangular collimator had been fitted.

Emergency equipment and medicines were available and checked in accordance with national guidance. We saw a new oxygen cylinder had been purchased and a new battery fitted to the automated external defibrillator (AED). Checks of these were completed daily.

The practice had risk assessments to minimise the risk that could be caused from substances that are hazardous to health.

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 16 May 2022 we found the practice had made the following improvements to comply with the regulations:

Leadership capacity and capability

Systems and processes were implemented, and staff had received training to be able to complete required tasks efficiently. Staff worked together in such a way that the inspection did not highlight any issues or omissions.

The information and evidence presented during the inspection process was clear and well documented.

Culture

Staff stated they felt respected, supported and valued. They were proud to work in the practice.

Governance and management

Staff had received training to help them with their responsibilities roles and systems of accountability to support good governance and management.

Appropriate and accurate information

Staff acted on appropriate and accurate information.

Continuous improvement and innovation

The practice had implemented systems and processes for learning, continuous improvement.

This included quality assurance processes such as, 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 were currently carrying out improvements.