

Grand Smile Design Limited

# Grandsmiledesigns Limited at Cedar Dental

## Inspection report

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Date of inspection visit: 21 November 2022  
Date of publication: 22/12/2022

## Overall summary

We undertook a comprehensive inspection of Grandsmiledesigns Limited at Cedar Dental on 15 September 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 or well led care and was in breach of regulation 15, 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 Grandsmiledesigns Limited at Cedar Dental, dental practice on our website [www.cqc.org.uk](http://www.cqc.org.uk).

When one or more of the 5 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 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 breaches we found at our inspection on 15 September 2022.

#### **Are services well-led?**

# Summary of findings

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 15 September 2022.

## Background

Grandsmiledesigns Limited at Cedar Dental is in the London borough of Sutton and provides private dental care and treatment for adults and children.

There is level access to the practice for people who use wheelchairs and those with pushchairs. The practice has a car park with spaces for patients, including disabled patient parking.

The dental team includes the principal dentist, 3 associate dentists, 3 visiting specialists, 2 dental nurses, a trainee dental nurse, 2 dental hygienists, a receptionist, a treatment co-ordinator (who is also a qualified dental nurse) and a business manager. There was a vacancy for the practice manager role. The practice has 3 treatment rooms.

During the inspection we spoke with the principal dentist, the business manager and the receptionist. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday to Saturday 8.30am to 5.30pm

Extended hours till 8.30pm on Thursdays.

There were areas where the provider could make improvements. They should:

- Improve the practice's arrangements for ensuring good governance and leadership are sustained in the longer term.
- Take action to ensure audits of infection prevention and control are undertaken at regular intervals to improve the quality of the service. Practice should also ensure, where appropriate, audits have documented learning points and the resulting improvements can be demonstrated.
- Implement practice protocols and procedures to ensure staff are up to date with their mandatory training and their continuing professional development ensuring evidence of continuing professional development and training is maintained.

# 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 21 November 2022 we found the practice had made the following improvements to comply with the regulations:

- A five-year electrical safety test had been carried out on 6 November 2022. The findings from the test were satisfactory.
- The practice had a legionella risk assessment completed on 21 October 2022. The assessment did not identify any issues.
- The practice had implemented a system monitoring fire risk. They were now completing weekly checks to fire equipment and the premises; a fire warden had been appointed and staff had completed fire awareness training. The repair to emergency lighting and servicing was still outstanding, however, there was an appointment for a contractor to complete that work in the coming weeks.
- A radiation protection file was in place and was up to date providing assurances of testing and servicing of radiography equipment.

# 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 21 November 2022 we found the practice had made the following improvements to comply with the regulations:

Please list here the improvements found on inspection:

- The system for monitoring incidents had been reviewed. There were processes in place for incidents to be recorded centrally, procedures for following of an incident to be documented centrally and in patients' individual records if relevant. Systems were in place for learning from incidents to be shared with the staff team.
- A lone worker risk assessment had been completed to assess and mitigate risks for when hygienists worked without chairside support
- A sharps risks assessment had been completed which now considered all relevant sharps found in a dental practice setting.
- Systems had been put in place to ensure that information specified in Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 was available for each person.
- The practice had not fully implemented systems for auditing various aspects of the service. They still had not carried out an infection control audits. They discussed with us their proposed plan which included completing infection control audits every 6 months in line with guidance, starting on 29 November 2022. They also planned to implement dental record card audits.
- Systems were still not in place to monitor staff training effectively. We saw improvements in 2 staff records we reviewed. Information relating to the visiting implant surgeon and the implant dental nurse were still not available. The provider informed us that these shortfalls were due to them not having a dedicated practice manager in post and they were looking to have this vacancy filled by January 2023.