

Mr Graham David Murphy

# CFE Dental

## Inspection report

242 The Broadway  
North Shields  
NE30 3DB  
Tel: 01912520554  
[www.cfedental.co.uk](http://www.cfedental.co.uk)

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### Overall summary

We undertook a follow up focused inspection of CFE Dental on 7 July 2023. This inspection was carried out to review 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 remote access to a specialist dental advisor.

We had previously undertaken a comprehensive inspection of CFE Dental on 16 February 2023 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 CFE Dental practice on our website [www.cqc.org.uk](http://www.cqc.org.uk).

When 1 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 area where improvement was required.

As part of this inspection we asked:

- Is it well-led?

### **Our findings were:**

#### **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 16 February 2023.

# Summary of findings

## Background

CFE Dental is in North Shields in Tyne and Wear and provides NHS and private dental care and treatment for adults and children.

There is step free access to the practice for people who use wheelchairs and those with pushchairs. The practice is located close to local transport routes and car parking spaces are available near the practice. The practice has made reasonable adjustments to support patients with access requirements.

The dental team includes 1 dentist, 1 dental nurse/practice manager/receptionist. The practice has 1 treatment room.

During the inspection we spoke with the dentist and the dental nurse/practice manager/receptionist. We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday, Tuesday and Thursday from 8am to 5pm

Wednesday from 8am to 4.30pm

Friday from 8am to 11.30am

# Summary of findings

## The five questions we ask about services and what we found

We asked the following question(s).

Are services well-led?

No action 

# 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 7 July 2023 we found the practice had made the following improvements to comply with the regulation:

- The practice had carried out a new fire risk assessment since our last inspection. Recommendations had been made and the provider confirmed a plan was in place to act on these.
- A stock control system was in place for the handling and storage of medicines.
- Improvements had been made to the infection prevention and control measures to ensure they were in accordance with published guidance.
- Staff had carried out Legionella training in accordance with the recommendations made in the risk assessment. Protocols had been introduced to monitor the water temperatures and ensure any risks identified were acted on.
- Most medical emergency equipment was available and monitored as required. The provider confirmed they were still awaiting delivery of the automated external defibrillator (AED) pads for use on children and would seek advice from the manufacturer on how to manage the risk in the short-term.

The practice had also made further improvements:

- The practice had introduced a monitoring protocol for staff training. We looked at the records available on the day and noted this had been started but was still a work in progress.