

Smile Creations Innovations Limited

# Smile Creations Innovations Ltd

## Inspection report

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### Overall summary

We undertook a follow up focused inspection of Smile Creations Innovations Ltd on 9 January 2024. 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.

We had previously undertaken a comprehensive inspection of Smile Creations Innovations Ltd on 3 July 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 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 Smile Creations Innovations Ltd 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?

# 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 breach we found at our inspection on 3 July 2023.

## Background

Smiles Creations Innovations Ltd is in Leighton Buzzard and provides private dental care and treatment for adults and children. The practice has an NHS contract to provide orthodontic treatment for children under the age of 18.

The practice treatment rooms are on the first floor and are accessed by stairs. People who use wheelchairs are directed by practice staff to other local services.

Car parking spaces are available near the practice.

The dental team includes 2 dentists, 1 specialist periodontist, 1 specialist orthodontist, 4 qualified dental nurses, 1 orthodontic therapist, 1 practice manager and 1 receptionist. The practice has 3 treatment rooms.

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

The practice is open:

Monday to Friday from 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 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 9 January 2024 we found the practice had made the following improvements to comply with the regulation:

- The management of fire safety was effective. The practice had sought an external fire risk assessment in July 2024 and were working through an action plan. The practice had installed a new fire alarm system and were awaiting installation of emergency lighting in all areas of the building. The practice were no longer using an unsafe fire evacuation route.
- The practice provided evidence of a satisfactory electrical fixed wire testing certificate which had been completed in August 2023.
- At the time of our inspection on 9 January 2024 the practice were no longer providing cone-beam computed tomography (CBCT) scans. Patients were referred to another practice if required.