

Geoff Antons Limited

Perfect Smile Hebburn

Inspection report

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Overall summary

We carried out this announced focused inspection on 8 February 2022 under section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We planned the inspection to check whether the registered provider was meeting the legal requirements in the Health and Social Care Act 2008 and associated regulations. The inspection was led by a Care Quality Commission, (CQC), inspector who was supported by a specialist dental adviser.

To get to the heart of patients' experiences of care and treatment, we asked the following three questions:

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

These questions form the framework for the areas we look at during the inspection.

Our findings were:

- The practice appeared to be visibly clean and well-maintained.
- The provider had infection control procedures which reflected published guidance.
- Staff knew how to deal with emergencies. Appropriate medicines and life-saving equipment were available.
- The provider had systems to help them manage risk to patients and staff.
- The provider had safeguarding processes and staff knew their responsibilities for safeguarding vulnerable adults and children.
- The provider had staff recruitment procedures which reflected current legislation.
- The clinical staff provided patients' care and treatment in line with current guidelines.
- Staff treated patients with dignity and respect and took care to protect their privacy and personal information.
- Staff provided preventive care and supported patients to ensure better oral health.
- The appointment system took account of patients' needs.
- The provider had effective leadership and a culture of continuous improvement.

Summary of findings

- Staff felt involved and supported and worked as a team.
- The provider asked staff and patients for feedback about the services they provided.
- The provider had information governance arrangements.

Background

Perfect Smile Hebburn is in Hebburn, Tyne and Wear and provides NHS and 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. Car parking spaces are available on the side streets surrounding the practice.

The dental team includes five dentists, five dental nurses, including one trainee, a dental hygienist, two receptionists and the practice manager. The practice has four treatment rooms.

During the inspection we spoke with three dentists, three dental nurses and the practice manager. As the dental practice was part of a larger group of practices, the area compliance manager and regional integration manager attended to support the inspection. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open from Monday to Friday: 9am to 5pm.

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

- Implement audits for prescribing of antibiotic medicines taking into account the guidance provided by the College of General Dentistry.
- Take action to implement any recommendations in the practice's Legionella risk assessment, taking into account the guidelines issued by the Department of Health in the Health Technical Memorandum 01-05: Decontamination in primary care dental practices, and having regard to The Health and Social Care Act 2008: 'Code of Practice about the prevention and control of infections and related guidance.' In particular, seek professional advice regarding the replacement of braided hoses with copper pipes.
- Implement protocols for domiciliary visits taking into account the 2009 guidelines published by British Society for Disability and Oral Health in the document "Guidelines for the Delivery of a Domiciliary Oral Healthcare Service". In particular, review the protocols for undertaking mental capacity assessments where relevant.

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 effective?	No action	✓
Are services well-led?	No action	✓

Are services safe?

Our findings

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

Safety systems and processes, including staff recruitment, equipment and premises and radiography (X-rays)

- The provider had safeguarding processes and staff knew their responsibilities for safeguarding vulnerable adults and children.
- The provider had infection control procedures which reflected published guidance. The provider had introduced additional procedures in relation to COVID-19 in accordance with published guidance.
- The provider had procedures to reduce the possibility of Legionella or other bacteria developing in water systems, in line with a risk assessment. The risk assessment recommended the provider to replace braided hoses with copper pipes; this had not been actioned, however the practice manager assured us they would seek professional advice in relation to this.
- The provider had policies and procedures in place to ensure clinical waste was segregated and stored appropriately in line with guidance.
- The provider had a recruitment policy and procedure to help them employ suitable staff and had checks in place for agency and locum staff. These reflected the relevant legislation. The provider's policy was to undertake criminal record checks prior to recruitment; however we found checks had not been completed for two members of staff. Following our inspection, risk assessments were completed for those staff who did not have a criminal record check carried out and we were assured that a more consistent approach would be undertaken by the practice manager.
- Clinical staff were qualified and registered with the General Dental Council and had professional indemnity cover.
- Staff ensured facilities and equipment were safe, and that equipment was maintained according to manufacturers' instructions, including electrical and gas appliances.
- A fire risk assessment was carried out in line with the legal requirements and the management of fire safety was effective.
- The practice had arrangements to ensure the safety of the X-ray equipment and we saw the required radiation protection information was available.

Risks to patients

- The provider had implemented systems to assess, monitor and manage risks to patient safety. Including: sharps safety and sepsis awareness.
- Emergency equipment and medicines were available and checked as described in recognised guidance.
- Staff knew how to respond to a medical emergency and had completed training in emergency resuscitation and basic life support every year.
- The provider had risk assessments to minimise the risk that can be caused from substances that are hazardous to health.

Information to deliver safe care and treatment

- Dental care records we saw were complete, legible, were kept securely and complied with General Data Protection Regulation requirements.
- The provider had systems for referring patients with suspected oral cancer under the national two-week wait arrangements.

Safe and appropriate use of medicines

- The provider had systems for appropriate and safe handling of medicines. Antimicrobial prescribing audits were not carried out; however we were assured these would be completed from now on.

Are services safe?

Track record on safety, and lessons learned and improvements

- The provider had implemented systems for reviewing and investigating when things went wrong.
- The provider had a system for receiving and acting on safety alerts.

Are services effective?

(for example, treatment is effective)

Our findings

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

Effective needs assessment, care and treatment

- The practice had systems to keep dental professionals up to date with current evidence-based practice.
- The provider took into account guidelines as set out by the British Society of Disability and Oral Health when providing dental care in domiciliary settings such as care homes or in people's residence. We were told mental capacity assessments were undertaken by care home staff on behalf of dental staff. We referred the provider to relevant guidelines in relation to this and they assured us they would review their protocols.

Helping patients to live healthier lives

- The practice provided preventive care and supported patients to ensure better oral health.
- Staff were aware of and involved with national oral health campaigns and local schemes which supported patients to live healthier lives, for example, local stop smoking services. They directed patients to these schemes when appropriate.

Consent to care and treatment

- Staff obtained consent to care and treatment in line with legislation and guidance.
- Staff understood their responsibilities under the Mental Capacity Act 2005.
- Staff described how they involved patients' relatives or carers when appropriate and made sure they had enough time to explain treatment options clearly.

Monitoring care and treatment

- The practice kept detailed dental care records in line with recognised guidance.
- Staff conveyed a good understanding of supporting more vulnerable members of society such as patients with dementia, and adults and children with a learning difficulty.
- We saw evidence the dentists justified, graded and reported on the radiographs they took. The provider carried out radiography audits every year following current guidance and legislation.

Effective staffing

- Staff had the skills, knowledge and experience to carry out their roles.
- Staff had a structured induction and clinical staff completed continuing professional development required for their registration with the General Dental Council.

Co-ordinating care and treatment

- Staff worked together and with other health and social care professionals to deliver effective care and treatment.
- The dentists confirmed they referred patients to a range of specialists in primary and secondary care for treatment the practice did not provide

Are services well-led?

Our findings

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

Leadership capacity and capability

- 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 many issues or omissions.
- The information and evidence presented during the inspection process was clear and well documented.

Culture

- The practice had a culture of high-quality sustainable care.
- Staff stated they felt respected, supported and valued. They were proud to work in the practice.
- Staff discussed their training needs at an annual appraisals. They also discussed learning needs, general wellbeing and aims for future professional development.

Governance and management

- Staff had clear responsibilities roles and systems of accountability to support good governance and management.
- The provider had a system of clinical governance in place which included policies, protocols and procedures that were accessible to all members of staff and were reviewed on a regular basis.

Appropriate and accurate information

- Staff acted on appropriate and accurate information.
- The provider had information governance arrangements and staff were aware of the importance of these in protecting patients' personal information.

Engagement with patients, the public, staff and external partners

- Staff involved patients, the public, staff and external partners to support the service.
- The provider gathered feedback from staff through meetings, surveys, and informal discussions. Staff were encouraged to offer suggestions for improvements to the service and said these were listened to and acted on.

Continuous improvement and innovation

- The provider had systems and processes for learning continuous improvement and innovation.
- The provider 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.