

The Smile Studios Limited

The Smile Studios: Richmond

Inspection report

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Overall summary

We undertook a follow up focused inspection of The Smile Studios: Richmond on 15 November 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 The Smile Studios: Richmond on 31 August 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 The Smile Studios: Richmond dental practice on our website 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(s) 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.

Summary of findings

The provider had made improvements in relation to the regulatory breach we found at our inspection on 31 August 2023.

Background

The provider has 4 practices and this report is about The Smile Studios: Richmond.

The Smile Studios: Richmond is in the London Borough of Richmond upon Thames and provides private dental care and treatment for adults and children.

There are 5 steps leading to the entrance of the practice so it is unsuitable for people who use wheelchairs and those with pushchairs. Car parking spaces, including dedicated parking for disabled people, are available near the practice. The premises are within a listed building so the provider is unable to make substantial adjustments.

The dental team includes the principal dentist, 2 associate dentists, 1 specialist orthodontist, 3 dental nurses, 1 dental hygienist, 1 practice manager and 3 receptionists. Treatment under conscious sedation is provided occasionally by visiting sedationists. The practice has 4 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, Wednesday & Friday from 8.30am to 6pm

Tuesday & Thursday from 8.30am to 7pm

Saturday from 8.30am to 4pm

Sunday from 9.30am to 6pm

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 15 November 2023 we found the practice had made the following improvements to comply with the regulation:

- The provider had identified and mitigated the risks relating to fire safety. In particular, the fire detection equipment had been upgraded as recommended by the service engineer. The emergency lighting had been serviced by a competent person and staff could demonstrate that the in-house monthly testing was carried out correctly.
- The provider demonstrated that staff training was up to date. In particular, the principal dentist had completed training in the use of cone-beam computer tomography (CBCT) at a level appropriate to their role. They confirmed that other clinicians would not take CBCT images until appropriate training had been undertaken. We were sent evidence that all staff had completed training in autism and learning disability awareness at a level appropriate to their roles.
- All X-ray units and the CBCT equipment had undergone electro-mechanical servicing in accordance with the manufacturer's recommendations. The Local Rules had been updated to reflect the requirements of Ionising Radiation Regulations 2017 (IRR17).
- Dental treatment under conscious sedation had not taken place since our inspection on 31 August 2023 but we were shown evidence that the principal dentist and supporting dental nurse had completed suitable training in Immediate Life Support to mitigate the risks associated with the provision of conscious sedation.
- Radiography audits were carried out at 6-monthly intervals according to guidance using a suitable sample size and the current radiographic grading system. Analysis and action plans were completed.
- Practice policies and procedures were reviewed and monitored effectively to ensure that they reflected current guidance and legislation.
- We reviewed 8 patient care records and we noted improvements. In particular the recording of radiographic justification and reporting of images including CBCT images; the dosage of local anaesthetics administered and patient discussions and treatment options were present.

The practice had also made further improvements:

- The practice had implemented protocols for the use of closed-circuit television cameras taking into account the guidelines published by the Information Commissioner's Office.
- The practice had improved the practice protocols regarding auditing patient care records.