

The Tooth Booth Group Limited

Tooth Booth Beaconsfield

Inspection Report

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Overall summary

Further to the outcome of a previous inspection, carried out in May 2016, we carried out an announced focused inspection relating to the well led provision of services on 6 September 2016 to ask the practice the following key questions;

Are services well-led in relation to governance; specifically staff training and systems to assess, monitor and mitigate the risks relating to the health, safety and welfare of patients, staff and visitors?

Our findings were:

Are services well-led?

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

Background

CQC inspected the practice on 12 May 2016 and asked the provider to make improvements regarding:

- Regulation 17 Health and Social Care Act (regulated activities) Regulations 2014 Good governance

We checked this area as part of this focused inspection and found this had been resolved.

Tooth Booth operates from commercial premises providing NHS and private dentistry for both adults and children. The practice is situated in Beaconsfield, Buckinghamshire.

The practice is based on the ground and first floor. The ground floor is accessible to wheelchair users, prams and patients with limited mobility. The practice has three dental treatment rooms, one of which is based on the ground floor. The practice has a separate decontamination room used for cleaning, sterilising and packing dental instruments.

The practice employs five dentists, one hygienist, three dental nurses, of which two are trainees, three reception staff and a practice manager. The practice opens Monday and Thursday between 8.30am and 8pm, Tuesday, Wednesday and Friday between 8.30am to 5.30pm and Saturday between 8.30am and 1pm.

There are arrangements in place to ensure patients receive urgent dental assistance when the practice is closed. This is provided by an out-of-hours on call service provided by the 111 service.

There was no registered manager at the time of our inspection at this location. We were told that the current Practice Manager was going through the CQC registration process to become the registered manager. A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the practice is run.

Summary of findings

The inspection was carried out by a CQC inspector.

Our key findings were:

- There were appropriate systems in place to meet health and safety regulations including risk assessment for fire and general health and safety criteria.
- Staff were up to date with their mandatory training and Continuing Professional Development (CPD).

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Are services well-led?

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

Staff received the formal training required to enable them to carry out their roles. Training included fire safety, safeguarding vulnerable adults and children and infection control training.

There were effective systems in place to assess, monitor and mitigate the risks relating to the health, safety and welfare of patients, staff and visitors.

No action



Tooth Booth Beaconsfield

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the practice was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

Further to the outcome of a previous inspection, carried out in May 2016 we carried out an announced focused inspection relating to the well led provision of services on 6 September. The inspection was carried out by a CQC inspector

During the inspection, we spoke with the practice manager and reviewed procedures and other documents.

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

- Is it well-led?

This question therefore formed the framework for the areas we looked at during this inspection.

Are services well-led?

Our findings

Governance arrangements

The governance arrangements for this location consisted of the practice manager who was responsible for the day to day running of the practice. The practice maintained numerous files pertaining to various clinical systems and process used to deliver safe and effective care under the regulated activities in dentistry.

We found the governance files and procedures underpinning the care provided at the practice were effective. The areas we examined were staff training and health and safety and fire safety risk assessing processes which were both found to be complete and in order.