

Dr. Hanna Kotlinska-Staszewska

# St Owen Dental Studio

## Inspection report

Broadway House  
Aubrey Street  
Hereford  
HR4 0BU  
Tel: 01432272084

Date of inspection visit: 23 August 2023  
Date of publication: 11/09/2023

### Overall summary

We undertook a follow up inspection of St Owen Dental Studio on 23 August 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 was supported by a specialist dental advisor.

We had previously undertaken a comprehensive inspection of St Owen Dental Studio on 16 May 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 safe and well-led care and was in breach of regulation 12 and 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 St Owen Dental Studio 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 (requirement notice only). We then inspect again after a reasonable interval, focusing on the areas where improvement was required.

As part of this inspection we asked:

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

### Our findings were:

#### Are services safe?

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

# Summary of findings

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 16 May 2023.

## 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 breaches we found at our inspection on 16 May 2023.

## Background

St Owen Dental Studio is in Hereford and provides 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, including dedicated parking for people with disabilities, are available near the practice. The practice has made reasonable adjustments to support patients with specific needs.

The dental team includes 1 dentist, 2 dental nurses (including 1 trainee), and 1 receptionist. The practice has 2 treatment rooms.

During the inspection we spoke with 1 dentist, 1 dental nurse and the receptionist. We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday from 11am to 7pm

Tuesday to Thursday from 9am to 5pm

Friday from 9am to 1pm

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

- Take action to ensure dentists are aware of the guidelines issued by the British Endodontic Society for the use of rubber dam for root canal treatment.
- Take action to ensure an expert comprehensive fire risk assessment is carried out, implement any recommendations and ensure ongoing fire safety management is effective.

# 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 well-led?**

**No action**



# Are services safe?

## Our findings

We found that this practice was providing safe care and was complying with the relevant regulations.

At the inspection on 23 August 2023, we found the practice had made the following improvements to comply with the regulation:

- The provider had a system for recording, investigating and reviewing accidents, incidents and significant events with a view to preventing further occurrences and ensuring that improvements were made as a result.
- The provider had ensured the availability of equipment and medicines. -Training to safely manage medical emergencies, taking into account the guidelines issued by the Resuscitation Council (UK) and the General Dental Council had been completed.
- The provider had a health and safety risk policy and practice risk assessment in place.
- The provider provided evidence the fire alarm had been serviced and that staff had taken part in fire evacuation drills and completed fire safety training.

# Are services well-led?

## Our findings

We found that this practice was providing well-led care and was complying with the relevant regulation.

At the inspection on 23 August 2023, we found the practice had made the following improvements to comply with the regulation:

- A systematic comprehensive approach had been implemented for staff appraisals.
- There was oversight of staff training. When requested we were provided with evidence of infection prevention and control, safeguarding, fire safety, mental capacity, radiography and basic life support training for staff.
- The staff recruitment processes policy was in accordance with Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- There were induction records on the premises for any new staff going forward.
- The dental care records we saw were complete and detailed. There was evidence of intra oral/soft tissue checks and extraoral/ temporomandibular joint disorder checks. Risk assessments of periodontal disease, caries, cancer and tooth wear had been carried out and X-rays had been justified, graded and reported on.