

Melton Orthodontics Ltd

# Melton Orthodontics Nottingham Street

## Inspection report

3 Nottingham Street  
Melton Mowbray  
LE13 1NN  
Tel:

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### Overall summary

We undertook a follow up focused inspection of Melton Orthodontics Nottingham Street on 23 November 2022. This inspection was carried out to review in detail 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 adviser.

We undertook a comprehensive inspection of Melton Orthodontics Nottingham Street on 22 June 2022 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 Melton Orthodontics Nottingham Street Dental Practice on our website [www.cqc.org.uk](http://www.cqc.org.uk).

As part of this inspection we asked:

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

When one or more of the five 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.

### Our findings were:

#### Are services safe?

# Summary of findings

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

The provider had made improvements in relation to the regulatory breach we found at our inspection on 22 June 2022.

## **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 breach we found at our inspection on 22 June 2022.

## **Background**

The provider has one practice and this report is about Melton Orthodontics Nottingham Street.

Melton Orthodontics Nottingham Street is in Melton and provides NHS and private orthodontic 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 some reasonable adjustments to support patients with additional needs.

The dental team includes 4 dentists, 2 of whom are orthodontic specialists, 4 dental nurses, 1 orthodontic therapist, a practice manager and 2 receptionists. The practice has 4 treatment rooms.

During the inspection we spoke with 1 dentist, 3 dental nurses, 1 receptionist and the practice manager. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday to Friday from 8.15am to 4.15pm

Every other Tuesday and Wednesday from 8.15am to 6.30pm

One Saturday per month from 8.30am to 12.30pm

## **Our key findings were:**

- Audits of radiography and infection prevention and control were undertaken in recommended timescales and where appropriate, learning points and action plans were developed.
- Monthly and weekly water temperature checks of sentinel taps were recorded as per the legionella risk assessment.
- A satisfactory fixed wire electrical safety certificate was available.
- Risk assessments were in place and reviewed regularly.

# 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 our inspection on 23 November 2022 we found the practice had made the following improvements to comply with the regulations:

- A process was now in place to ensure that monthly water temperature checks of sentinel taps were recorded as per the legionella risk assessment. We saw completed records, including instances where action was taken to rectify faults.

The provider had also made further improvements:

- An updated fire risk assessment was carried out covering all areas of the practice. Fire safety risk management including means of escape, were now robust and effective.
- Evidence that risk assessments were in place, relevant and regularly reviewed was now in place. We reviewed copies of risk assessments for; lone working, health and safety and sharps injury.

These improvements showed the provider had taken action to comply with the regulations when we inspected on 23 November 2022.

# Are services well-led?

## Our findings

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

At our previous inspection on 22 June 2022 we judged the provider was not providing well-led care and was not complying with the relevant regulations. We told the provider to take action as described in our requirement notice. At the inspection on 23 November 2022 we found the practice had made the following improvements to comply with the regulations:

- Audits of radiography and infection prevention and control were undertaken, and a schedule was in place to ensure these were carried out at recommended, regular intervals. We noted that all completed audits now included learning points and action plans to support ongoing improvements.
- The provider had obtained a satisfactory 5 year electrical fixed wire safety certificate to demonstrate the premises were fit for the purpose of carrying out regulated activities.

The practice had also made further improvements:

- Delegation of oversight and governance roles amongst the leadership team had further strengthened processes and provided assurance that all tasks were completed as per guidance.

These improvements showed the provider had taken action to improve the quality of services for patients and comply with the regulation when we inspected on 23 November 2022.