

Smiles 4 Ever Limited

Enhance Dental Centre

Inspection report

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High Wycombe
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Overall summary

We undertook a follow up focused inspection of Enhance Dental Centre on 28 June 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 Care Quality Commission (CQC) inspector who was supported by a specialist dental advisor.

We had previously undertaken a comprehensive inspection of Enhance Dental Centre on 8 March 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 Enhance Dental Centre 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:

Delete as appropriate:

- Is it well-led?

Our findings were:

Are services well-led?

Summary of findings

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 8 March 2023.

Background

Enhance Dental Centre is in High Wycombe and provides NHS and private dental care and treatment for adults and children.

There is step free access to the practice via a portable ramp, for people who use wheelchairs and those with pushchairs.

Car parking, including dedicated parking for disabled people, is available near the practice.

The practice has made reasonable adjustments to support patients with access requirements.

The dental team includes 6 dentists, 1 dental nurse, 4 student dental nurses, 2 dental hygiene therapists and 2 receptionists.

The practice has 5 treatment rooms.

During the inspection we spoke with the provider.

We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

- Monday to Friday from 9.00am – 5.00pm

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

Our findings

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

At the inspection on 28 June 2023, we found the practice had made the following improvements to comply with the regulation:

Infection prevention and Control

- Cleaning equipment storage followed national guidance.
- The infection control audit was completed correctly.

Fire Safety

- Emergency lighting was tested correctly.
- Fire alarm tests did not include every alarm call point in the practice.
- The gas boilers had been serviced effectively in the previous 12 months.

Sharps

- Sharps bins in the practice were labelled appropriately and stored appropriately.
- Sharps injury information was available the clinical areas of the practice.
- Lone working risk assessments were available for both the hygienist and cleaner.

Patient Safety

- Window blinds were present at practice windows. The operating cords were secured to the window frame in line with British Safety standards.

Legionella

- Water temperature testing was carried out appropriately.

Control of Substances Hazardous to Health (COSHH).

- COSHH storage areas were signed appropriately.
- COSHH applicable products were stored securely.
- A radiation warning sign was present on the OPG room door.

Data protection

- A computer in an X-ray area followed information governance codes of practice and locked when not in use.

CCTV

- CCTV was removed from treatment rooms.
- Information for patients was available to explain the purpose of recording images.
- The name and contact details of those operating the surveillance scheme were displayed.

The practice also made further improvements which included:

- All clinical staff had adequate immunity for vaccine preventable infectious diseases.
- Patient referrals to other dental or health care professionals were centrally monitored to ensure they were received in a timely manner and not lost.

Are services well-led?

We noted areas that remained outstanding which included:

- Cleaning checks were carried out but records of these were not kept.

The provider assured us they would address this as soon as practicably possible.