

Xeon Smiles UK Limited

Carlton House Dental Care

Inspection Report

69 High Street
Knaresborough
North Yorkshire
HG5 0HB
Tel: 01423 862178
Website: www.mydentist.co.uk

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Overall summary

We carried out an announced comprehensive inspection on 5 April 2016 to ask the practice the following key questions; Are services well-led?

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 22 October 2015 and asked the registered manager to make improvements regarding clinical audits, policies and protocols in regards to Intravenous Sedation and ensure radiography equipment was critically examined; serviced and local rules are displayed. We checked these areas as part of this follow-up inspection and found these areas had been resolved.

Carlton House Dental Practice is situated in Knaresborough, North Yorkshire. The practice offers a mix of NHS and private dental treatments. The services include preventative advice, routine restorative dental care and conscious sedation.

The practice has four surgeries, a decontamination room, a separate room for the Orthopantomogram (OPT) machine (an OPT machine is a panoramic scanning dental X-ray of the upper and lower jaw), a reception area and a waiting area all on the ground floor level.

The practice is open:

Monday 08:30 - 18:30

Tuesday and Friday 08:30 – 17:30

Wednesday 08:30 – 19:00

Thursday 08:30 – 18:00.

There are three dentists, two hygienists, five dental nurses, two receptionists and a registered manager.

Our key findings were:

- The practice's protocols, audits and training for Conscious Sedation are now in place, giving due regard to guidelines published by The Intercollegiate Advisory Committee on Sedation in Dentistry in the document 'Standards for Conscious Sedation in the Provision of Dental Care 2015.
- The Orthopantomogram (OPT) machine (an OPT machine is a panoramic scanning dental X-ray of the upper and lower jaw).had now been critically tested, certified and had local rules available for the machine.

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

Since the last inspection on 22 October 2015 the lead dental nurse had completed a new clinical audit for Intravenous Sedation which included action plans to address issues which had been identified and learning outcomes. Immediate Life Support (ILS) training had been completed by both members of staff who worked with Sedation and on-going training and development courses had been booked for May 2016.

The Orthopantomogram (OPT) machine (an OPT machine is a panoramic scanning dental X-ray of the upper and lower jaw).had now been critically tested and had local rules available for the machine.

Carlton House Dental Care

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 registered provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

The inspection was carried out on 5 April 2016 and was led by a CQC Inspector.

During the inspection we spoke with the lead dental nurse as part of a desk based inspection and supporting evidence was sent to the inspector to confirm our findings.

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

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

These questions therefore formed the framework for the areas we looked at during the inspection.

Are services well-led?

Our findings

Governance arrangements

Supporting evidence was seen by the inspector that showed a critical examination for the dental Orthopantomogram (OPT) machine had been completed on the 28 October 2015. The local rules for each piece of equipment had been updated to include the Radiation Protection Advisors (RPA) and Radiation Protection Supervisor (RPS) details.

Learning and improvement

On the day of the inspection we noted audits for Sedation had now been completed and staff had also completed

Immediate Life Support (ILS) training in February 2016. An update for continuing professional development (CPD) course in Sedation had been booked for staff to complete and evidence of the Dentist and Dental Nurse Sedation training logs were now available.

The lead Dental Nurse told us the logs for all Sedation patients were now in place to review and audit more effectively. Policies and protocols been implemented for the Sedation services and detailed advice sheets had been collated for specific patient groups, including adults and children. Evidence of the advice sheets was seen by the inspector.