

Smileright Limited

# Ambience Dental Practice

## Inspection report

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Date of inspection visit: 18 September 2020  
Date of publication: 04/11/2020

### Overall summary

We undertook a focused desktop review of Ambience Dental Practice on 18 September 2020. This review was carried out under section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was carried out to gain assurance from the provider, that they were meeting legal requirements, following information of concern received. This was a desk top review which involved requesting documentation, information and explanations from the provider.

The review was led by a CQC inspector.

As part of this inspection we asked:

- Is it safe?

We did not review all of the safe domain only relevant areas to provider assurances on the concerns raised.

#### **Our findings were:**

#### **Are services safe?**

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

#### **Background**

Ambience Dental Practice is in Swindon, Wiltshire and provides NHS and private treatment for adults and children.

The dental team includes eight dentists, three qualified dental nurses, six trainee dental nurses, a reception manager and a practice manager. The practice has eight treatment rooms.

The practice is owned by a company and as a condition of registration must have a person registered with the Care Quality Commission as the registered manager. Registered managers have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run. The registered manager at Ambience Dental Practice is the practice manager. The practice manager is currently taking a period of leave and we have been informed of cover arrangements.

During this review we spoke with the nominated individual who is a dentist. We looked at practice policies and procedures and other records in relation to the concerns raised.

The practice is open:

- Monday to Friday from 8:15am to 4:45pm and closes for an hour from 1-2pm.

#### **Our key findings were :**

- The provider had infection control procedures which reflected published guidance.

# Summary of findings

- The provider had systems to help them manage risk to patients and staff. This includes practice maintenance, staffing levels and support.

# 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 safe?

## Our findings

We found that this practice was providing safe care and was complying with the relevant regulations, in relation to the areas of concern raised.

### **Safety systems and processes, including staffing, premises and infection control**

The provider had an infection prevention and control policy and procedures. They had procedures in place and followed guidance to minimise the risk of COVID 19 transmission. This included practice specific assessment on what they had in place to reduce COVID transmission. We noted that this did require updating in accordance to what was currently in place, as it was last reviewed in June 2020 when it was completed.

We reviewed documentation and gained assurances from the provider that there were sufficient staff available to meet patient needs. This included evidence of current staffing levels. Staff had been supported throughout the pandemic to ensure they were equipped to support patients safely. We saw evidence, which included staff meetings and updates on the latest changes.

We noted that medical emergencies training was out of date from June 2020. The provider had arranged for all staff to be trained on 14 October 2020. We saw evidence of confirmation for the scheduled training.

The provider had plans in place to ensure the premises were properly maintained and suitable for purpose. We reviewed documentation and assurances from the provider that maintenance plans were in progress and ensuring the practice was properly maintained.