

Smile Care Twyford Limited

Smile Care Twyford Limited known locally as Berkshire Dental Care

Inspection Report

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Overall summary

We carried out a focused inspection of Smile Care Twyford Limited known locally as Berkshire Dental Care on 3 January 2018.

The inspection was led by a CQC inspector who had access to telephone support from a dental clinical adviser.

We carried out the inspection to follow up concerns we originally identified during a comprehensive inspection at this practice on 21 March 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

At a comprehensive inspection we always ask the following five questions to get to the heart of patients' experiences of care and treatment:

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

When one or more of the five questions is 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 where improvement was required.

At the previous comprehensive inspection we found the registered provider was providing safe, effective, caring and responsive care in accordance with relevant regulations. We judged the practice was not providing well-led care in accordance with 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 Smile Care Twyford Limited known locally as Berkshire Dental Care on our website www.cqc.org.uk.

Our findings were:

Are services well-led?

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

Summary of findings

The provider had made improvements to put right the shortfalls and deal with the regulatory breach we found at our inspection on 21 March 2016.

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.

The provider had made improvements to the management of the service. This included providing a new management structure, support and training to ensure the provision of administration and establishing clear roles and responsibilities for all the practice team. The improvements provided a sound footing for the ongoing development of effective governance arrangements at the practice.

No action



Are services well-led?

Our findings

At our inspection on 21 March 2016 we judged it was not providing well led care and told the provider to take action as described in our requirement notice. At the inspection on 3 January 2018 we noted the practice had made the following improvements to meet the requirement notice:

- We saw evidence that the practice undertook mandatory audits including an audit of the infection control measures in place and the suitability of the environment in reducing risks of cross infection. The practice also undertook audits of the outcome of X-rays. The practice ensured all audits had documented learning points and the resulting improvements were evidenced. The practice had installed a new management structure and corporate systems to provide the practice with support and guidance to monitor audits.
- We saw evidence that staff checking the emergency equipment were appropriately trained to identify whether the equipment was in working order and fit for use. The practice had installed a new management

structure and corporate systems to provide the practice with support and guidance to monitoring requirements for various practice activities including the routine monitoring of first aid equipment.

The practice had also made further improvements:

- We saw that the practice could gain access to NHS the Choices website and responded to patient comments lodged there. The practice had installed a new management structure and corporate systems to provide the practice with support and guidance to continue to monitor NHS choices.
- We saw evidence that the practice undertook fire evacuation drills. The practice had installed a new management structure and corporate systems to provide the practice with support and guidance to fire safety regulations and also intended to engage with the local fire service to assist with audits of fire safety.

These improvements showed the provider had taken action to address the shortfalls we found when we inspected on 21 March 2016.