

Mrs. Catherine Peers

Wheatley Dental Practice

Inspection report

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Overall summary

We carried out this desk-based review on 15 September 2020 under section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

We carried out the review as a result of concerns raised with us that the provider may not be meeting the fundamental standards of care. We planned the review to check whether the provider was meeting the legal requirements in the Health and Social Care Act 2008 and associated regulations. The review was led by a CQC inspector with remote access to a specialist dental adviser.

This question forms the framework for the areas we look at during the review.

This desk-based review was undertaken during the Covid-19 pandemic.

Due to the demands and constraints in place because of Covid-19 we looked at records the provider sent us about how the service is managed.

To get to the heart of patients' experiences of care and treatment we asked the following question:

- Is it safe?

Our findings were:

Are services safe?

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

Background

Wheatley Dental Practice is in Wheatley and provides private and NHS treatment to patients of all ages.

The practice has two treatment rooms.

There is step-free access for people who use wheelchairs and pushchairs. Car parking spaces are available outside the practice.

The practice is owned by an individual who is the principal dentist there. They have the legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run.

The practice is open:

- Monday 8.30am - 4.45pm
- Tuesday 8.30am - 4.45pm
- Wednesday 8.30am - 4.30pm
- Thursday 8.30am - 4.45pm
- Friday 8.30am - 1.00pm

Our key findings were:

The provider had infection control procedures in place which took account of published guidance, including procedures relating to the Covid-19 pandemic.

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.

The provider had taken account of current published Covid-19 guidance relating to dental practices and had introduced new systems and procedures. These included measures to reduce risks to patients and staff from the Coronavirus, such as identifying clear routes around the practice, regular supplies of personal protective equipment and triaging of patients. All staff undertook a Covid-19 risk assessment prior to seeing patients again.

Staff at the practice received infection control training on 2 June 2020 and were conversant with the practice's standard operating procedures.

Donning and doffing personal protective equipment (PPE) training was carried out in July 2020.

The practice reviewed Covid-19 advisory information and updates. Information was provided to staff and available for patients. All patients received pre-appointment information to explain the differences at the practice during the pandemic. This included procedures for hand hygiene, face coverings and payment for treatment.

Patients and visitors were asked some Covid-19 screening questions before and again at their appointment.