Facial Enhancement Suite Limited

Bespoke Dental & Implant Centre

Inspection report

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Overall summary

We undertook a follow up focused inspection of Bespoke Dental and Implant Clinic on 30 October 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 CQC inspector.

We had previously undertaken a comprehensive inspection of Bespoke Dental and Implant Clinic on 30 August 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 Bespoke Dental and Implant Clinic 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 where improvement was required.

As part of this inspection we asked:

- 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.

Background

Bespoke Dental and Implant Centre is in Eccles, Greater Manchester and provides private dental care and treatment for adults and children.

There is step free access to the practice for people who use wheelchairs and those with pushchairs. Car parking spaces, including dedicated parking for disabled people, are available near the practice. The practice has made reasonable adjustments to support patients with access requirements.

The dental team includes 5 dentists, 1 sedationist, 3 qualified dental nurses, 2 trainee dental nurses, 2 receptionists, 2 treatment coordinators, 2 administrators and a practice manager. The practice has 2 treatment rooms.

During the inspection we spoke with 1 dentist, 2 qualified dental nurses, 1 trainee dental nurse, and the practice manager. We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday to Friday from 8am to 10pm

Saturday from 9am to 11pm

Sunday from 9am to 8pm

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

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

At the inspection on 30 October 2023, we found the practice had made the following improvements to comply with the regulation(s):

- The practice had a recruitment policy and procedure to help them employ suitable staff, including for agency or locum staff. These reflected the relevant legislation.
- Clinical staff were qualified, registered with the General Dental Council and had professional indemnity cover.
- All staff completed fire safety awareness training.
- All staff completed safeguarding training to the appropriate level for their role.
- Staff had completed training in emergency resuscitation and basic life support every year.
- The information and evidence presented during the inspection process was clear and well documented.
- The practice had arrangements to ensure staff training was up-to-date and reviewed at the required intervals.