

Impressions Orthodontics Limited

Impressions Orthodontics (trading as Making Smiles)

Inspection Report

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Overall summary

We undertook a focused inspection of Impressions Orthodontics on 25 April 2019. This inspection was carried out to review in detail 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 carried out by a CQC inspector.

We undertook a comprehensive inspection of the practice on the 13 November 2018 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 and 19 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 dental practice on our website www.cqc.org.uk.

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

As part of this inspection we asked:

- Is it well-led?

Background

Impression Orthodontics (trading as Making Smiles) is in High Wycombe and provides NHS and private treatment to patients of all ages.

The practice is based on the first and second floor. Patients are advised of this when they enquire.

The dental team includes one specialist orthodontist, three dental nurses who also cover reception duties an orthodontist therapist, an administrator and a part time practice manager.

The practice has two treatment rooms.

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

During the inspection we spoke with an orthodontist, receptionist, a dental nurse, the practice manager and the provider.

We looked at practice policies and procedures and other records about how the service is managed.

Summary of findings

The practice is open 8.45am to 6.15pm Monday to Friday and one Saturday a month from 9am.

Our findings were:

- The provider had made good improvements in relation to the regulatory breach we found at our previous inspection and was now providing well-led care in accordance with the relevant regulations.

Summary of findings

The five questions we ask about services and what we found

We asked the following question(s).

Are services well-led?

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

Effective action had been taken to address the shortfalls we had identified at our previous inspection.

Decontamination of instruments followed national guidelines.

Fire safety and legionella risk assessment audit actions were carried out.

Staff recruitment processes were improved to ensure new staff received essential checks before they started to work at Impressions Orthodontics.

We identified several shortfalls which did not constitute a breach of regulation, but these had also been addressed.

No action



Are services well-led?

Our findings

At our previous inspection on 13 November 2018, we judged the practice was not providing well-led care in accordance with the relevant regulations.

We told the provider to take action as described in our requirement notice.

During this inspection, we found that staff had implemented the following improvements:

- Fire safety and legionella risk assessment actions were carried out.
- Decontamination of instruments followed national guidelines.
- Systems were improved to ensure new staff received essential checks before they started to work at Impressions Orthodontics.
- Emergency medicines and equipment were audited, and items replaced where necessary.
- Sharps management was effective.
- An infection control audit was carried out in February 2019 which showed the practice was meeting the required standard.
- Staff appraisals were carried out for all staff.
- The window privacy covering in the patient toilet was effective.
- The practice implemented a patient feedback system which involved patients being surveyed after their first appointment and again when treatment had ended.
- Radiographs were audited to confirm that the orthodontists justified, graded and reported on radiographs they took.

These improvements demonstrated the provider had taken effective action to comply with regulation.