

The Dental Surgery Burnham Limited

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Inspection report

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Date of inspection visit: 30 May 2023
Date of publication: 06/06/2023

Overall summary

We undertook a follow up focused inspection of The Dental Surgery Burnham on 30 May 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 carried out by a CQC inspector.

We had previously undertaken an inspection of The Dental Surgery Burnham on 12 April 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 The Dental Surgery Burnham 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 areas where improvement was required.

As part of this inspection, we asked:

- Is it well-led?

Our findings were:

Summary of findings

Are services well-led?

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

The provider had made improvements in relation to the regulatory breach we found at our inspection on 12 April 2023.

Background

The Dental Surgery Burnham is in Burnham Village and provides NHS and 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 6 dentists, 1 periodontist, 1 endodontist, 1 oral surgeon, 7 dental nurses, 3 dental hygienists, 1 practice manager and 3 receptionists.

The practice has 7 treatment rooms.

During the inspection we spoke with 1 dentist 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 8.30am to 5.30pm
- Tuesday 8.30am to 5.30pm
- Wednesday 8.30am to 5.30pm
- Thursday 8.30am to 5.30pm
- Friday 8.30am to 5.30pm
- Saturday Private appointments

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 May 2023, we found the practice had made the following improvements to comply with the regulations:

- A fire risk assessment had been carried out by someone who could demonstrate competence in fire safety management.
- The fire alarm was serviced at appropriate intervals.
- Emergency lighting was serviced at appropriate intervals.
- Control of substances hazardous to health (COSHH) applicable products were stored securely.
- COSHH applicable products storage was signed appropriately.
- Training was monitored to ensure relevant staff had carried out training at required intervals.
- A Data Protection Impact Assessment (DPIA) was available.
- Closed circuit television (CCTV) warning signs were clearly visible.
- Information for patients was available to explain the purpose of recording images.
- The name and contact details of those operating the surveillance scheme were displayed.
- Records relating to staff recruitment, patient complaints and accidents were stored appropriately.
- The computer screen in treatment room 4 automatically locked when left unattended.
- A window in treatment room 7 had a window covering to protect patients' privacy.