

Dr. Nav Rai

Silverdale Dental Practice

Inspection report

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Overall summary

We undertook a follow up desk-based inspection of Silverdale Dental Practice on 11 January 2023. 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 led by a CQC inspector who had remote access to a specialist dental adviser.

We undertook a comprehensive inspection of Silverdale Dental Practice on 8 November 2022 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 Silverdale Dental Practice 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?

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 breaches we found at our inspection on 8 November 2022.

Background

The provider has 1 practice and this report is about Silverdale Dental Practice.

Summary of findings

Silverdale Dental Practice is in Stoke and provides NHS dental care and treatment for adults and children.

There is no level 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 refers people who are unable to access the service to a sister practice who can support patients with additional needs.

The dental team includes 1 dentist, 1 dental nurse and 1 dental nurse/receptionist. The practice has 1 treatment room.

During the desk based inspection we spoke with 1 dentist. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday to Friday 8am to 4pm.

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 11 January 2023 we found the practice had made the following improvements to comply with the regulations:

- Appraisals had been arranged for all members of staff for February 2023. The provider told us that staff could discuss their training needs, learning needs, general well-being and aims for future professional development during these appraisals.
- A fire risk assessment had been carried out in line with the legal requirements and the management of fire safety was now effective. All staff had completed fire marshal training. Certificates were available to demonstrate that fire safety equipment had been serviced and maintained.
- All emergency equipment and medicines were available and were now being checked in accordance with national guidance.
- The practice had completed a sharps risk assessment to manage risk to patients and staff.