

The Smile Centre (UK) Limited

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Inspection Report

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Overall summary

We carried out a follow up inspection on 6 January 2017 of The Smile Centre (UK) Limited.

We had undertaken an announced comprehensive inspection of this service on 22 September 2016 as part of our regulatory functions and during this inspection we found breaches of the legal requirements.

After the comprehensive inspection, the practice wrote to us to say what they would do to meet the legal requirements in relation to the breach. This report only covers our findings in relation to those requirements.

We checked whether they had followed their action plan to confirm that they now met the legal requirements.

We reviewed the practice against two of the five questions we ask about services: is the service safe and well led?

A copy of the report from our last comprehensive inspection can be found by selecting the 'all reports' link for The Smile Centre (UK) Limited on our website at www.cqc.org.uk.

Our findings were:

Are services safe?

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

Are services well led?

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

Background

The Smile Centre (UK) Limited is situated in the Whitefield area of Manchester. The practice offers private dental treatments including preventative advice and treatment and routine restorative dental care.

The practice has one surgery, a decontamination room, a waiting area and a reception area. All of these facilities are on the first floor of the premises. There are accessible toilet facilities on the ground floor of the premises.

There is one dentist, two trainee dental nurses (one of whom covers administrative procedures) and a practice manager.

The opening hours are Monday to Thursday from 9-00am to 7-00pm and Friday from 9-00am to 1-00pm.

Our key findings were:

- Action had been taken by the practice to reduce the risks to patients. These included acquiring an Automated External Defibrillator (AED) and carrying out a legionella risk assessment

Summary of findings

- The practice had started to complete audits of x-rays and infection prevention and control.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Are services safe?

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

Since the last inspection on 22 September 2016 the practice demonstrated to us that risks associated with the carrying on of the regulated activities had been reduced.

A legionella risk assessment had been carried out by an external company and the recommendation had been implemented.

A safer sharps system had been implemented and staff were aware it was the dentist's responsibility to handle sharps.

An AED had been acquired and staff had completed training in its use. Staff knew the location of the emergency kits.

The decontamination and sterilisation procedures were carried out in line with guidelines issued by the Department of Health - Health Technical Memorandum 01-05: Decontamination in primary care dental practices (HTM 01-05).

No action



Are services well-led?

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

Since the last inspection on 22 September 2016 the practice demonstrated to us that risks associated with the carrying on of the regulated activities had been reduced. These included carrying out an Infection Prevention Society (IPS) audit and an x-ray audit.

No action



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Detailed findings

Background to this inspection

We undertook a follow up inspection of The Smile Centre (UK) Limited on 6 January 2017. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 22 September 2016 had been

made. We inspected the practice against two of the five questions we ask about services: is the service safe and well led. This is because the service was not meeting some of the legal requirements in relation to this question.

The inspection was carried out by a CQC inspector who had remote access to a specialist dental advisor.

Are services safe?

Our findings

Reliable safety systems and processes (including safeguarding)

Since the inspection on 22 September 2016 the practice had implemented a safer sharps system. Staff had been trained in its use. The dentist was now fully responsible for dealing with sharps and the sharps bin was located appropriately.

Medical emergencies

Since the inspection on 22 September 2016 the practice had acquired an AED. An AED is a portable electronic device that analyses life threatening irregularities of the heart and delivers an electrical shock to attempt to restore a normal heart rhythm. Staff had been trained in its use.

Staff were fully aware of the location of the emergency resuscitation kit. Staff were able to demonstrate how to use the emergency oxygen. They had also implemented a checklist for the functioning of the AED and emergency oxygen and the expiry dates of the emergency drugs.

Monitoring health & safety and responding to risks

Since the inspection on 22 September 2016 the practice had updated their Control of Substances Hazardous to Health (COSHH) folder. We saw evidence of safety data sheets for substances and materials which were in use at the practice.

Infection control

Since the inspection on 22 September 2016 the practice had reviewed their procedures in relation to decontamination and sterilisation. We saw the appropriate personal protective equipment was available for manual cleaning and the temperature of the solution was measured. The practice had also started using the washer disinfectant which avoided the need to manually clean instruments. They had also acquired an illuminated magnifying glass to examine instruments prior to sterilisation.

We saw records of the daily validation of the autoclave. A log book was used to store the print outs of each cycle which confirmed it has passed the automatic control test. We also saw they were carrying out the steam penetration test which is required for all vacuum autoclaves.

A legionella risk assessment had been completed. The practice were in the process of implementing the recommendations of the risk assessment. These included removing a dead leg in the decontamination room and monthly water temperature testing from the sentinel outlets.

Are services well-led?

Our findings

Learning and improvement

Since the inspection on 22 September 2016 the practice had started to complete audits of infection prevention and

control by means of the IPS audit. They had also completed an x-ray audit. This x-ray audit assessed the quality of images which had been taken. The results of this audit confirmed that they were compliant with the Ionising Radiation (Medical Exposure) Regulations 2000 (IRMER).