

Mr Olaoluwa Lawson

# Precious Smile (Watford)

## Inspection Report

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Date of inspection visit: 23 November 2017  
Date of publication: 08/12/2017

### Overall summary

We carried out a focused inspection of Precious Smile (Watford) on 23 November 2017.

The inspection was led by a CQC inspector who was supported by a second CQC inspector.

We carried out the inspection to follow up concerns we originally identified during a comprehensive inspection at this service on 25 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

At a comprehensive inspection we always ask the following five questions to get to the heart of patients' experiences of care and treatment:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

When one or more of the five questions is 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.

At the previous comprehensive inspection we found the registered provider was providing safe, effective, caring and responsive care in accordance with relevant regulations. We judged the practice was not providing well-led care in accordance with 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 Precious Smile (Watford) on our website [www.cqc.org.uk](http://www.cqc.org.uk).

We also reviewed aspects of the key questions of safe and effective as we had made recommendations for the provider relating to this key question. We noted that improvements had been made.

#### **Our findings were:**

##### **Are services well-led?**

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

The provider had made improvements to rectify the shortfalls and deal with the regulatory breach we found at our inspection on 25 January 2017.

# 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?

The provider had taken steps to improve the safety of the service. The decontamination process was carried out in line with the standards set out in national guidance.

Missing medical emergencies medicines and equipment had been obtained.

National safety alerts were received and actioned by the service.

A system of safer sharps was in use to mitigate the risks in handling and disposing of medical sharps.

The service had reviewed their use of X-rays and had temporarily put a hold on this service whilst awaiting advice from a national specialist organisation.

No action



### Are services effective?

The provider had taken steps to improve the effectiveness of the service. The service demonstrated the use of a capacity assessment in treating patients who may lack the capacity to consent for themselves.

No action



### Are services well-led?

The provider had made improvements to the management of the service. This included implementation of systems to check the medical emergencies equipment; the use of infection control and radiography audits to highlight areas for improvement and ensuring new members of staff had undergone appropriate training. The improvements provided a sound footing for the ongoing development of effective governance arrangements at the practice.

No action



# Are services safe?

## Our findings

At our previous inspection on 25 January 2017 we judged the practice was providing safe care in accordance with the relevant regulations. We had made recommendations to the provider relating to this key question. At the inspection on 23 November 2017 we noted the practice had made further improvements:

- The service had a system in place to receive and respond to national safety alerts.

- The service had taken steps to ensure its compliance with radiation regulation; including implementing local rules.
- The service had taken steps to ensure that they met the Control of Substances Hazardous to Health (COSHH) Regulations 2002 by updating their individual product risk assessments.
- The service demonstrated the decontamination process was completed in line with national guidance.

These improvements showed the provider had taken action to further improve the service from when we inspected on 25 January 2017.

# Are services effective?

(for example, treatment is effective)

## Our findings

At our inspection on 25 January 2017 we judged the practice was providing effective care in accordance with the relevant regulations. We had made recommendations to the provider relating to this key question. At the inspection on 23 November 2017 we noted the practice had made further improvements:

- The service had taken steps to ensure that all staff were aware of their responsibilities under the Mental Capacity Act.

These improvements showed the provider had taken action to further improve the service from when we inspected on 25 January 2017.

# Are services well-led?

## Our findings

At our inspection on 25 January 2017 we judged it was not providing well led care and told the provider to take action as described in our requirement notice. At the inspection on 23 November 2017 we noted the practice had made the following improvements to meet the requirement notice:

- Infection control audits were being used effectively to highlight areas for improvement in this area. Action plans were drawn up to facilitate this.
- Checklists had been implemented and a system of weekly checking to ensure that equipment and

medicines for use in a medical emergency were available in line with the recommendations of the British National Formulary and the Resuscitation Council UK.

- The practice had implemented a system of 'safer sharps' to reduce the risk in the use of medical sharps in line with the Health and Safety (Sharp Instruments in Healthcare) Regulations 2013.

These improvements showed the provider had taken action to address the shortfalls we found when we inspected on 25 January 2017.