

Smile With Us Limited

Smile With Us

Inspection report

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Overall summary

We undertook a follow up focused inspection of Smile with Us 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 Smile with Us on 19 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 Smile with Us 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:

Are services well-led?

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

Summary of findings

The provider had made improvements in relation to the regulatory breach we found at our inspection on 19 April 2023.

Background

Smile with Us is in Kidlington and provides private dental care and treatment for adults and children.

There is step free access, via a portable ramp, 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:

- 4 dentists
- 3 dental nurses
- 3 dental hygienists
- 1 practice treatment coordinator
- 1 administrator
- 2 receptionists
- 1 clinical dental technician

The practice has 4 treatment rooms.

During the inspection we spoke with 1 dentist and 1 dental nurse.

We looked at practice policies, procedures and other records to assess how the service is managed.

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:

- Water temperature testing was carried out appropriately.
- Actions carried out from the legionella risk assessment were addressed.
- Sharps injury action posters included the contact details for the occupational health service.
- Control of substances hazardous to health (COSHH) applicable products were stored securely and labelled appropriately.
- The clinical waste in one treatment room could be closed effectively.
- Appropriate sanitary bins were available in the practice.
- Actions resulting from the fire risk assessment were addressed.
- Waste bins at the rear of the property were secured appropriately.
- Emergency lights were tested correctly.
- Training was monitored to ensure relevant staff had carried out training at required intervals.
- The mirror in the wheelchair accessible toilet was within reach to a wheelchair user.