

Smile Care Plymouth Ltd

Cattedown Dental Care

Inspection report

208 Exeter Street
Plymouth
PL4 0NH
Tel: 01752266180

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Overall summary

We undertook a follow up desk-based inspection of Cattedown Dental Care on 16 November 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 led by a CQC inspector who had remote access to a specialist dental advisor.

We had previously undertaken a comprehensive inspection of Cattedown Dental Care on 13 February 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 (good governance) 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 Cattedown Dental Care 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 area(s) 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.

The provider had made improvements in relation to the regulatory breach we found at our inspection on 13 February 2023.

Summary of findings

Background

The provider is part of a corporate group, Smile Dental Care, and this report is about Cattedown Dental Care.

Cattedown Dental Care is in Plymouth 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 are available near the practice. The practice has made reasonable adjustments to support patients with access requirements.

The dental team includes 4 dentists, 1 dental nurse, 3 trainee dental nurses, a practice coordinator/receptionist and a cleaner. The practice has 4 treatment rooms.

The practice is open: Monday to Friday 9am – 5pm.

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 16 November 2023 we found the practice had made the following improvements to comply with the regulation:

- All dental professional had now completed safeguarding training to the appropriate level of knowledge.
- Staff training in awareness of the Duty of Candour legislation and Gillick competencies had taken place, which included on-line training and discussion in a staff meeting.
- All staff had now completed sepsis awareness training.
- Clinical support had been put in place and record auditing to ensure patient care records were complete and included necessary information to inform individualised oral health advice and treatment.
- Dental professional had been provided with information to inform awareness of current clinical guidance, namely Better Oral Health and the British Society of Periodontology guidelines.
- Improvements had taken place to ensure dental professionals recorded justification for radiographs and indications for antibiotic prescribing.
- Damage to walls resulting from a previous leak in the roof had been addressed and repaired.

The practice had also made further improvements:

- Suitable long-handled brushes for the effective hand cleaning of dental instruments was now provided.
- Rectangular collimators were being used when taking X-rays, to reduce the patient exposure to radiation whilst receiving an X-ray.