

Gaikwad Ltd

# SG Dental and Implant Centre

## Inspection report

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Date of inspection visit: 6 November 2023  
Date of publication: 10/11/2023

### Overall summary

We undertook a follow up focused inspection of SG Dental and Implant Centre on 6 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.

We had previously undertaken a comprehensive inspection of SG Dental and Implant Centre on 29 June 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 SG Dental and Implant Centre dental practice on our website [www.cqc.org.uk](http://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?

# Summary of findings

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 29 June 2023.

## Background

SG Dental and Implant Centre is in Burton in Staffordshire and provides 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, 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 3 dentists, 1 visiting dentist, 3 dental nurses, 2 trainee dental nurses, 1 dental hygienist, 1 dental therapist and 1 receptionist. The practice has 4 treatment rooms.

During the inspection we spoke with 2 dentists and the receptionist. We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday to Friday from 8.30am to 5.30pm.

# 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 6 November 2023, we found the practice had made the following improvements to comply with the regulations:

- Governance and oversight processes were robust and embedded within the practice. The provider had made improvements and was able to evidence the effectiveness of the new processes in identifying and rectifying issues.
- Processes were in place and clear guidance provided for staff to ensure that required monitoring checks were completed. Specifically, we saw improvements in the monitoring of the effective operation and maintenance of fire detection and suppression equipment, processes to reduce the risk and spread of water borne bacteria such as legionella and monitoring of the availability and suitability of medical emergency equipment.
- Audits of Radiography, Infection Prevention and control and Disability Access were completed in line with guidance and within recommended time frames. Further audits of clinical record keeping and antimicrobial prescribing were also completed. We saw that all audits were analysed, and relevant, measurable action plans were developed from these.

The practice had also made further improvements:

- The practice's infection control procedures and protocols followed the guidelines issued by the Department of Health in the Health Technical Memorandum 01-05: Decontamination in primary care dental practices and having regard to The Health and Social Care Act 2008: 'Code of Practice about the prevention and control of infections and related guidance'. In particular we saw evidence that staff received training in and were able to demonstrate recommended decontamination practices.
- Clear guidance for staff on how to effectively carry out required daily tasks in relation to preparing and cleaning treatment rooms and identifying and addressing any issues, was now in place.