

Dentalcare (Southern) Ltd

Dentalcare Brackley

Inspection report

2 Bridge Street
Brackley
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Tel:

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Overall summary

We undertook a follow up focused inspection of Dentalcare Brackley on 3 March 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 was supported by a specialist dental advisor.

We had previously undertaken a comprehensive inspection of Dentalcare Brackley on 26 July 2022 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 safe, effective or well-led care and was in breach of regulations 12 and 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 Dentalcare Brackley dental practice on our website www.cqc.org.uk.

As part of this inspection we asked:

- Is it safe?
- Is it effective?
- Is it well-led?

Our findings were:

Are services safe?

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

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 26 July 2022.

Summary of findings

Are services effective?

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

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 26 July 2022.

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 breaches we found at our inspection on 26 July 2022.

Background

The provider has 14 practices and this report is about Dentalcare Brackley.

Dentalcare Brackley is in Brackley, Northamptonshire and provides NHS and private dental care and treatment for adults and children.

There is level access to the practice for people who use wheelchairs and those with pushchairs. A car parking space for people with disabilities can be reserved at rear of the practice. The practice has made some reasonable adjustments to support patients with additional needs.

The dental team includes 4 dentists, 3 trainee dental nurses, 1 dental hygienist, 2 receptionists and a practice manager. The practice has 4 treatment rooms.

During the inspection we spoke with 2 dentists, 2 dental nurses, one receptionist and the practice manager. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday from 8am to 6.30pm

Tuesday from 8am to 6.30pm

Wednesday from 8am to 6.30pm

Thursday from 8am to 6.30pm

Friday from 8am to 6.30pm

Saturday from 8am to 6.30pm

Summary of findings

The five questions we ask about services and what we found

We asked the following question(s).

Are services safe?	No action ✓
Are services effective?	No action ✓
Are services well-led?	No action ✓

Are services safe?

Our findings

We found that this practice was providing safe care and was complying with the relevant regulations.

At the inspection on 3 March 2023 we found the practice had made the following improvements to comply with the regulations:

- Systems to ensure safe care and treatment were now in place.
- Systems to monitor fire risk were in place including maintenance of firefighting and detection equipment and fire exits. We found that records of fire evacuation drills and weekly checks of the effectiveness of fire detection equipment were in place.
- Decontamination processes followed recommended guidance out in accordance with The Health Technical Memorandum 01-05: Decontamination in primary care dental practices (HTM 01-05) guidance. We saw evidence that autoclaves were serviced as required, staff had completed specific decontamination training and instruments were stored in a sterile manner.
- Medicines and prescriptions were stored and managed securely. We noted prescriptions were now kept locked away and a log of their use was kept.
- Equipment for use in a medical emergency was available as recommended in current guidance. We reviewed records which confirmed the equipment and medicines were checked regularly.

Are services effective?

(for example, treatment is effective)

Our findings

We found that this practice was providing effective care and was complying with the relevant regulations.

At the inspection on 3 March 2023 we found the practice had made the following improvements to comply with the regulations:

- The provider had implemented an effective system to monitor completion of required Continuous Professional Development (CPD).
- We saw that staff had completed recommended training in safeguarding, decontamination, fire safety and basic life support.

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 3 March 2023 we found the practice had made the following improvements to comply with the regulations:

- Effective systems and processes to enable governance and oversight of the service and to assess, monitor and mitigate risks were in place. The provider had appointed a new practice manager who had worked with the staff team to develop and implement new systems for governance and oversight.
- We found that audits were completed at recommended intervals and action plans developed from their findings and acted on. We noted a schedule for completion of audits was kept.
- An effective system to ensure premises and equipment were maintained and safe for use was in place. Records to confirm required maintenance of decontamination, firefighting, radiography and electrical equipment and systems were provided.
- A system for recording and acting on incidents and accidents was in place. At the time of inspection, no accidents or incidents had occurred to allow an assessment of the effectiveness of the system.