

Au Smile Limited

Say Cheese Dentistry

Inspection report

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Overall summary

We undertook a follow up focused inspection of Say Cheese Dentistry on 4 March 2022. This inspection was carried out to review in detail 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 adviser.

We undertook a comprehensive inspection of Say Cheese Dentistry on 14 October 2021 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 Say Cheese Dentistry dental practice on our website www.cqc.org.uk.

When one or more of the five 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 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 14 October 2021.

Summary of findings

Background

Say Cheese Dentistry is in Chelmsford, Essex and provides 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. Car parking spaces are available outside the practice.

The dental team includes one dentist, two dental nurses, this included one apprentice dental nurse. The practice has two treatment rooms, though only one room was used for treatments at the time of our inspection.

The practice is owned by an individual who is the principal dentist there. They have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run.

During the inspection we spoke with one dentist and two dental nurses. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open: from 8.30am to 4.30pm Monday to Thursday, and from 8.30 to 1pm Friday.

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 4 March 2022 we found the practice had made the following improvements to comply with the regulation:

The practice had implemented procedures to reduce the risk of Legionella or other bacteria developing in the water systems. Recommendations made in the Legionella risk assessment had been actioned.

The practice had infection control procedures which reflected published guidance.

The decontamination of instruments was carried out in accordance with The Health Technical Memorandum 01-05: Decontamination in primary care dental practices (HTM 01-05) guidance.

Emergency equipment and medicines were available and checked in accordance with national guidance. Staff knew how to respond to a medical emergency and had completed training in emergency resuscitation and basic life support.

The provider had also made further improvements:

- We saw the practice was visibly clean and uncluttered. There was an effective cleaning schedule and equipment to ensure the practice was kept clean.