

# Oxforce Limited

## Inspection report

69-71 Banbury Road  
Oxford  
OX2 6PE  
Tel: 07868346821

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

### Ratings

#### Overall rating for this location

Good



Are services safe?

Good



# Overall summary

**This service is rated as Good overall.** (Previous inspection November 2022 – Good)

The key questions are rated as:

Are services safe? – Good

We carried out an announced focused inspection at Oxforce Limited to follow up on a breach of regulations identified during our previous inspection and to ensure improvements made by November 2022 were being sustained.

At our previous comprehensive inspection in July 2022 we found the provider was not meeting legal requirements and regulations associated with the Health and Social Care Act 2008. We took enforcement action against the provider and the overall rating was Inadequate. We conducted a follow up inspection in November 2022, where we identified significant improvements and this was reflected in a new overall rating of Good. However, there remained a breach of regulation related to insufficient infection control processes.

Oxforce Limited provides patients with oral and maxillofacial surgery (maxillofacial care is related to the diagnosis and treatment of patients with diseases affecting the mouth, jaws, face and neck). Dental implants are also available from the service (a dental implant is placed directly into a patient's jawbone, replacing missing teeth or roots). Patients can receive assessments during consultations and x-rays where necessary from shared services with an orthodontist practice on the same premises. Surgery is undertaken in the provider's own surgical room and using their own equipment. A dental nurse and personal assistant are employed. In addition, a consultant anaesthetist is sub-contracted when conscious sedation is required (a form of anaesthesia that is an alternative to general anaesthetic). On average, surgery and consultations are provided on 5 to 7 days a month. This service is registered with CQC under the Health and Social Care Act 2008 in respect of the following regulated activities: Treatment of disease, disorder or injury, Diagnostic and screening procedures and Surgical procedures.

The lead clinician is the only staff member undertaking surgery and is the registered manager. A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

## Our key findings were:

- Infection control processes, specifically those related to the decontamination of medical instruments, were in place and in line with guidance.
- There was appropriate recording of care and treatment which ensured patients were assessed and safe to undergo treatment.
- Governance processes were embedded to ensure oversight of the service.

**Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Healthcare

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a CQC dental specialist advisor.

## Background to Oxforce Limited

Oxforce Limited is located at 69-71 Banbury Road, Oxford, OX2 6PE.

The provider does not have a website.

### How we inspected this service

On 21 July 2023 a CQC Specialist Dental Advisor and a CQC Inspector undertook an announced inspection of Oxforce Limited 69-71 Banbury Road, Oxford, OX2 6PE. We interviewed the Registered Manager and 2 members of staff. We looked at infection control processes and records related to the provision of regulated activities. We observed the premises and reviewed patient care records.

To get to the heart of patients' experiences of care and treatment, we always ask the following 5 questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

These questions therefore formed the framework for the areas we looked at during the inspection.

# Are services safe?

At our previous inspection in November 2022, we rated the service requires improvement for the provision of safe services because there was insufficient adherence to national guidance regarding the decontamination of medical instruments.

## **We rated safe as Good because:**

At this inspection we found appropriate decontamination processes were in place.

### **Safety systems and processes**

#### **The service had clear systems to keep people safe.**

In November 2022, we found used and washed medical instruments awaiting sterilisation had been allowed to dry and stored for a long period of time. Instruments should be sterilised whilst still moist following washing, according to national guidance. We found some of the actions from the last infection control audit had not been completed.

At this inspection we reviewed decontamination processes and found improvements had been made and the new processes were in line with national guidance. We saw actions related to decontamination from the previous infection control audit, were completed.

These actions ensured requirements relating to regulations were now being met.

#### **Information to deliver safe care and treatment.**

##### **Staff had the information they needed to deliver safe care and treatment to patients.**

In November 2022, we found the provider had recorded patient X-rays, however the records lacked consistency and full auditing of X-rays was not possible.

The provider had audits underway, and some planned in November 2022, but they were not yet being used to assess the quality of care. We reported that the provider should consider standardising X-ray records and that the provider should implement the recorded audits they had planned.

At this inspection in July 2023, we found improvements in these areas:

- X-rays were being recorded in a consistent way using a standardised medical assessment form.
- Audits were being utilised which had been previously planned, including a clinical record audit. There was also a recorded X-ray audit and antibiotic audit. We found there was a plan to repeat these audits periodically to assess the quality and safety of care.