

Simply Smile Shire Court Limited

# Simply Smile Shire Court Limited

## Inspection report

Shire Court  
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### Overall summary

We undertook a follow up focused inspection of Simply Smile Shire Court Limited on 5 October 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 Simply Smile Shire Court Limited on 15 March 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 or 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 Simply Smile Shire Court Limited dental practice on our website [www.cqc.org.uk](http://www.cqc.org.uk).

As part of this inspection we asked:

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

### Our findings were:

#### Are services safe?

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

# Summary of findings

The provider had made improvements in relation to the regulatory breach we found at our inspection on 15 March 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 breach we found at our inspection on 15 March 2022.

## **Background**

The provider has 6 practices and this report is about Simply Smile Shire Court Limited, also known as Shire Court Dental Practice.

Shire Court Dental Practice is in Towcester in Northamptonshire 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, including dedicated parking for people with disabilities, are available near the practice. The practice has made some reasonable adjustments to support patients with additional needs, including access to translation services and the offer of longer appointment times.

The dental team includes 4 dentists, 5 dental nurses, of whom 2 are trainees, 2 dental hygienists, a practice manager and 3 receptionists. The practice has 4 treatment rooms.

During the inspection we spoke with 1 dental nurse, 1 receptionist, 1 dental hygienist 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 9am to 5.30pm

Tuesday 9am to 5.30pm

Wednesday 10am to 6.30pm

Thursday 9am to 5.30pm

Friday 8.30am to 12.30pm

# 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 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 5 October 2022 we found the practice had made the following improvements to comply with the regulations:

- The practice had procedures to reduce the risk of Legionella or other bacteria developing in water systems, in line with a risk assessment.
- The practice had policies and procedures in place to ensure clinical waste was segregated and stored appropriately in line with guidance. 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.
- We saw the practice was visibly clean and there was an effective cleaning schedule to ensure the practice was kept clean.
- The practice had a recruitment policy and procedure to help them employ suitable staff and had checks in place for agency and locum staff. These reflected the relevant legislation.
- The practice ensured equipment was safe to use and maintained and serviced according to manufacturers' instructions. The practice ensured the facilities were maintained in accordance with regulations.
- Emergency equipment and medicines were available and checked in accordance with national guidance.
- Dental care records we saw were complete, legible, were kept securely and complied with General Data Protection Regulation requirements.
- The practice had systems for appropriate and safe handling of medicines. Antimicrobial prescribing audits were carried out.
- The practice had implemented systems for reviewing and investigating when things went wrong. The practice had a system for receiving and acting on safety alerts.

# 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 5 October 2022 we found the practice had made the following improvements to comply with the regulations:

- The practice demonstrated a transparent and open culture in relation to people's safety.
- There was strong leadership and emphasis on continually striving to improve.
- The information and evidence presented during the inspection process was clear and well documented.
- Staff had clear responsibilities roles and systems of accountability to support good governance and management.
- The practice had a system of clinical governance in place which included policies, protocols and procedures that were accessible to all members of staff and were reviewed on a regular basis.
- We saw there were clear and effective processes for managing risks, issues and performance.
- The practice had quality assurance processes to encourage learning and continuous improvement. These included audits of dental care records, disability access, radiographs and infection prevention and control.
- Staff kept records of the results of these audits and the resulting action plans and improvements.