

Whitecross Dental Care Limited

Mydentist – Cornhill – Banbury

Inspection report

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Overall summary

We undertook a follow up focused inspection of Mydentist - Cornhill – Banbury on 28 April 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 carried out by a CQC inspector who was supported by a specialist dental advisor.

We had previously undertaken an inspection of Mydentist - Cornhill – Banbury on 13 January 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, 18 and 19 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 Mydentist - Cornhill – Banbury on our website 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 safe?
- Is it well-led?

Summary of findings

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 breach we found at our inspection on 13 January 2023.

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 13 January 2023.

Background

The provider is part of a dental group Mydentist, with multiple practices. This report is about Mydentist - Cornhill – Banbury.

The Cornhill Dental Centre is in Banbury 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. Car parking spaces, including dedicated parking for disabled people, are available near the practice.

The practice has made reasonable adjustments to support patients with additional access requirements. These include, a wheelchair accessible toilet, hearing loop, reading aids, step free access and ground floor surgeries

The dental team of 18 includes:

7 dentists, 3 dental nurses, 1 student dental nurse, 2 dental hygienists, 1 treatment coordinator, 3 reception staff and a practice manager.

The practice has 8 treatment rooms.

During the inspection we spoke with the practice manager, area manager and a compliance officer.

We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

- Monday to Thursday from 8.30am to 6.30pm
- Friday from 9.00am to 5.00pm

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 28 April 2023, we found the practice had made the following improvements to comply with the regulations:

- Annual fire risk assessment reviews were carried out.
- Fire alarm tests were carried out at appropriate intervals (weekly).
- Emergency light tests were carried out at appropriate intervals (monthly).
- An external wooden fire exit door was easy to open.
- A fire risk assessment action plan was completed in full.
- The electricity supply cupboard on the patient stairs to the first floor was locked and signed appropriately.
- Evidence of legionella water temperature and bacteria tests, in line with a risk assessment, was available.
- Control of substances hazardous to health (COSHH) risk assessments were backed up with data safety sheets for every COSHH identified product used in the practice.
- COSHH products were stored securely, and storage facilities were labelled appropriately with warning signs.

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 28 April 2023, we found the practice had made the following improvements to comply with the regulations:

- Radiography audits had outcomes and resulting action plans.
- Cleaning standards audits were carried out.
- Storage arrangements for the cleaning equipment followed national guidance.
- We observed that the accident book complied with General Data Protection Regulations.
- The sanitary bin in the wheelchair accessible toilet was sensor controlled.
- A disability access audit was carried out in 2019. Actions identified from this audit were carried out.
- Evidence was available to confirm the practice had responded to complaints appropriately.
- Recruitment checks were monitored effectively to ensure they were completed in full and stored appropriately.
- Training was monitored to ensure relevant staff had carried out training at required intervals.
- Evidence to confirm that staff appraisals were carried out was available.