

Cygnet - Advanced Beauty and Dental Clinics Ltd

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Inspection report

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Overall summary

We undertook a follow up inspection of Cygnet - Advanced Beauty and Dental Clinics on the 4 May 2023. 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 provider was now meeting legal requirements.

We had previously undertaken a comprehensive inspection of the practice on 10 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 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 Cygnet - Advanced Beauty and Dental Clinics 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 well-led?

Our findings were:

We found this practice was providing well-led care in accordance with the relevant regulations. The provider had made effective improvements in relation to the regulatory breaches we found at our previous inspection. In general improvements were noted in legionella management, fire safety, recruitment practices, medicines management and the use of rubber dam to protect patients' airways.

Summary of findings

Background

Cygnets - Advanced Beauty and Dental Clinic is based in the village of Longstanton and provides solely private dental care and treatment to adults and children. In addition to general dentistry the practice also offers dental implants. The practice is accessible for wheelchair users and car parking spaces are available on site.

The practice directly neighbours another registered dental practice owned by the provider and shares many of its procedures and governance systems. The registered manager for each practice is the same.

The dental team includes 1 dentist, a practice manager, 2 dental nurses and 1 reception staff. There is 1 treatment room.

The practice is open on Tuesdays from 9am to 5.30pm, on Wednesdays from 8am to 7.30pm, on Thursdays from 8am to 4pm, and on Fridays from 8am to 3pm. The practice also opens on the first Saturday of the month from 8am to 3pm.

During the inspection we spoke with the practice manager. We looked at practice policies and procedures and other records about how the service is managed.

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.

During this inspection we found the following improvements had been made to comply with the regulations:

- Loose items in treatment room drawers had been covered to protect them from aerosol contamination.
- The correct form of Midazolam had been obtained for the medical emergency kit.
- A new legionella risk assessment had been completed in January 2023, and its recommendations had been implemented. Staff had undertaken training in legionella management, and we viewed evidence of regular hot and cold-water temperature testing.
- A new fire risk assessment had been undertaken in January 2023 and the provider was in the process of implementing its recommendations, in particular installing an integrated fire safety system between the two adjoining practices. All staff had undertaken training in fire safety and the practice had undertaken a timed fire drill.
- The air conditioning unit had been serviced to ensure its effective operation.
- Cleaning equipment had been colour coded and mops had been stored according to guidance.
- We viewed paperwork in relation to a newly recruited member of staff and saw that appropriate pre-employment checks had been undertaken to ensure they were suitable for their role.
- Fixed wire testing had been undertaken to ensure the safety of the premises.
- A system had been introduced to monitor stock levels of medicines held and to identify missing or lost prescriptions.
- Unusual events and incidents were now a standing agenda item at all practice meetings, so that any learning of them could be shared across the team.
- We were shown the new dental care records template which now included prompts for clinicians to record patients' risk levels of caries, tooth wear and oral cancer.
- The practice manager told us that the dentists now regularly used rubber dam, and nurses we spoke with confirmed this as well.
- The patients' complaints procedure had been reviewed and we noted it had been discussed at a recent staff meeting so that everyone was aware of it.
- We viewed evidence that demonstrated staff had received an appraisal of their performance.

Overall, we found the provider had implemented effective measures to address the issues we had identified during our previous inspection. These improvements now need to be embedded and sustained in the long run.