

Teeth for Life

Aldershot Dental Centre

Inspection report

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Overall summary

We undertook a follow-up focused inspection of The Aldershot Dental Centre on 10 January 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 Care Quality Commission, (CQC), inspector who was supported by a specialist dental adviser.

At our inspection on 15 October 2021 we found the registered provider was not providing well-led care and was in breach of Regulation 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 Aldershot Dental Centre on our website www.cqc.org.uk.

As part of this inspection we asked:

- Is it well-led?

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.

Our findings were:

Are services well-led?

We found this practice was providing well-led 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 October 2021.

Background

Aldershot Dental Centre, known as Teeth for Life, is in Aldershot and provides NHS and private dental care and treatment for adults and children.

The practice is based in the first floor of a converted church. The practice is accessed by a patient lift. Currently Covid 19 has restricted use of the lift. Patients affected by this barrier are directed to a wheelchair accessible sister practice nearby. Car parking, including dedicated parking for disabled people, is available near the practice.

The dental team includes seven dentists, eight dental nurses, one dental hygienist, three receptionists, one administrator and a practice manager. The practice has six treatment rooms.

The practice is owned by a partnership and as a condition of registration must have a person registered with the CQC as the registered manager. Registered managers have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run. The registered manager at the practice is the practice manager.

During the inspection we spoke with the practice manager.

The practice is open:

- Monday to Friday 9.00am to 5.00pm

Our key findings were:

- The provider had infection control procedures which reflected published guidance.
- The provider had systems to help them manage risk to patients and staff.
- The provider had quality assurance processes to encourage learning and continuous improvement.

These improvements showed the provider had taken action to improve the quality of services for patients and comply with the regulations when we carried out a follow-up focused inspection on 10 January 2022.

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

At our previous inspection on 15 October 2021 we judged the provider was not providing well-led care and was not complying with the relevant regulations. We told the provider to take action as described in our requirement notice.

At our follow-up inspection on 10 January 2022 we found the practice had made the following improvements to comply with the regulations:

Leadership capacity and capability

We found improvements had been made to ensure the management and oversight of procedures that supported the delivery of care was effective.

Governance and management

The provider had clear and effective processes for managing risks, issues and performance. This included the management of:

- Fire safety
- COSHH
- Infection control
- Medical emergencies
- Sharps.

Continuous improvement and innovation

The provider had quality assurance processes to encourage learning and continuous improvement.

These processes included audits of:

- Dental care records
- Radiographs
- Infection prevention and control.

Improvements had been made to ensure that clinical audits were completed in full, analysed effectively and re-audited to demonstrate improvements were carried out in a timely way.

The practice had also made further improvements:

- Audits of antibiotic prescribing were carried out.

These improvements showed the provider had taken action to improve the quality of services for patients and comply with the regulations when we carried out a follow-up focused inspection on 10 January 2022.