

Smiles Made Here Of UK Limited

London Aldgate

Inspection report

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Overall summary

We undertook a follow up desk based review of London Aldgate on 27 September 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 focused inspection of London Aldgate on 19 November 2021 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 London Aldgate dental practice on our website www.cqc.org.uk.

When one or more of the five questions are not met, we 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:

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/es we found at our review on 27 September 2022.

Summary of findings

Background

London Aldgate is located in the London Borough of Tower Hamlets and provides direct to consumer aligner treatments to adults and children over the age of 12 years. There is level access to the premises for people who use wheelchairs and those with pushchairs. The service is close to public transport facilities. Car parking spaces are available near the practice.

The smile shop team consists of nine smile guides who carry out the intra-oral scans. This team is supported by a senior operations / registered manager and a people and organisation manager. The shop has four scanning suites. A team of dentists who work remotely assess scans and other information provided to determine the suitability of the aligner treatment.

During the review we spoke with the nominated individual, the registered manager and the people and organisation manager. We looked at practice records about how the service is managed.

The practice is open:

10am to 6pm Mondays to Fridays

9am to 5pm on Saturdays

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.

At the review of 27 September 2022, we found the practice had made the following improvements to comply with the regulation:

- There were arrangements to ensure that the provider's recruitment procedures were in accordance with relevant legislation. There were arrangements to check employment history, evidence of conduct in previous employment and current General Dental Council registration for dentists.
- There were arrangements to ensure dentists had a satisfactory criminal records check.
- All dentists were required to have a minimum of 4 years experience in providing dental aligner treatments and undertook training in the use of the provider's systems and operating platform.
- The provider told us they had plans to introduce a peer review system for dentists.

The provider had also made further improvements:

- As part of the assessment process staff discuss possible complications of aligner treatment and potential alternatives that may be more suitable to ensure patients understand and can give informed consent to treatments.
- The provider told us they will implement a system for taking photographs when aligner treatment is completed to help enable the effectiveness of treatment to be monitored and compared.
- Staff undertook training in Gillick competency and there were arrangements to ensure all staff are aware of their responsibilities.
- The provider told us they will review the systems for analysing the results of audits and reviews to identify, share and act on areas for improvement where appropriate.