

Tracey Bell

Assessment report

Kensington Road

Douglas

IM1 3PE

Isle of Man

Tel no: 01624 613323

Date of assessment: 11 July 2022

Website: <https://traceybell.co.uk/home/>

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Our findings

Overall summary

We attempted to carry out this announced assessment on 11 July 2022. The assessment was led by a Care Quality Commission (CQC) inspector who was supported by a specialist dental adviser and the Isle of Man Operational Manager.

The CQC does not have statutory powers with regard to improvement action for services on the Isle of Man, and services on the island are not subject to CQC's enforcement powers. This assessment is one of a programme of assessments that the CQC is completing at the invitation of the Isle of Man Government's Department of Health and Social Care (IOMDHSC) in order to develop an ongoing approach to providing an independent regime of health and social care services delivered or commissioned by IOMDHSC and Manx Care.

To get to the heart of patients' experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

Background to assessment

Tracey Bell is in Douglas and provides NHS and private dental care and treatment for adults and children.

The practice is open

Monday to Thursday 8am to 5pm

Friday 8am to 2pm

Saturday 8am to 2pm

Prior to the on-site assessment, the provider had not responded or engaged with CQC despite several attempts to contact them by email and telephone to discuss and initiate the assessment process.

We asked all locations we were planning to assess to send us information to enable us to understand the practice and assist us with planning, this request was not responded to.

On the day of the assessment, the provider was unwilling to engage with the assessment. We were unable to speak with staff or look at practice policies, procedures and other records about how the service is managed.

This was escalated to Manx Care to take the appropriate action.

You can find information about how we carry out our assessments and inspections on our website: <https://www.cqc.org.uk/what-we-do/how-we-do-our-job/what-we-do-inspection>.

Is the service safe?

We were unable to assess whether this practice was providing safe care in accordance with CQC's inspection framework.

Is the service effective?

We were unable to assess whether this practice was providing effective care in accordance with CQC's inspection framework.

Is the service caring?

We were unable to assess whether this practice was providing caring services in accordance with CQC's inspection framework.

Is the service responsive?

We were unable to assess whether this practice was providing responsive care in accordance with CQC's inspection framework.

Is the service well-led?

We were unable to assess whether this practice was providing well-led care in accordance with CQC's inspection framework.