

Mr. Philip Chai Kee Wee

Mr Philip Chai Kee Wee

Inspection report

102a Cricklewood Broadway
London
NW2 3EJ
Tel: 02084520322

Date of inspection visit: 22 March 2022
Date of publication: 22/04/2022

Overall summary

We undertook a follow up focused inspection of Mr Philip Chai Kee Wee dental practice on 22 March 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 comprehensive inspection of this dental practice on 26 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 Mr Philip Chai Kee Wee dental practice 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 reinspect after a reasonable interval, focusing on the areas 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.

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 26 November 2021.

Background

Summary of findings

Mr Philip Chai Kee Wee is a family run dental practice in the London Borough of Camden and provides NHS and private dental care and treatment for adults and children.

The practice is located on the first and second floors of a Victorian building which is accessed via a side entrance door. The practice was not suitable for those people who use wheelchairs and those with pushchairs; patients are made aware of this when they telephone to register. Paid car parking spaces are available near the practice.

The dental team includes the principal dentist and a dental nurse who also undertakes receptionist duties. The practice has two treatment rooms, however only one is viable and functional. There is a patient waiting area and a separate decontamination room.

The practice is owned by an individual who is the principal dentist. They have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations. They are registered to provide the regulated activities of treatment of disease, disorder or injury, surgical procedures and diagnostic and screening procedures from one location.

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

The practice is open Monday to Friday 10am to 5pm. Outside of these hours, patients are advised to contact NHS 111 for emergency care and treatment.

Our key findings were:

- Risks to service users were better assessed and managed.
- Further improvements were needed to ensure dental care records were completed as per recommended guidance.
- Dental professionals demonstrated up to date knowledge of current evidence-based practice.
- Improvements had been made to the practices' quality improvement initiatives.
- The provider took steps to strengthen the referral and prescription monitoring systems.

There were areas where the provider could make improvements. They should:

- Improve the practice protocols regarding auditing patient dental care records to check that necessary information is recorded.
- Take action to ensure the clinicians take into account the guidance provided by the College of General Dentistry when completing dental care records.

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 now providing well led care and was complying with the relevant regulations.

At our previous inspection on 26 November 2021 we found that the practice was not providing well led care and was not complying with the relevant regulations. This was because the systems and processes did not consistently support good governance. We told the provider to take action as described in our requirement notice.

At the inspection of 22 March 2022, we found the practice had made the following improvements to comply with the regulations:

- Steps had been taken to minimise risks associated with prescription management and fire safety.
- There were improvements to quality assurance processes, for example, disability access, prescription and radiograph audits were now implemented and completed.
- Improvements had been made to the referral system; in particular, those referred for suspected oral cancer.
- The provider had reduced the amounts of combustible material on the premises. They told us they had introduced a better stock management system which meant that they were now ordering as and when required.
- The system for monitoring the movement of NHS prescriptions had improved; a checklist was now in place. In addition, they no longer kept the prescription scripts alongside the dispensing checking stamp. We saw that NHS prescriptions were now stored as described in the current guidance.
- We reviewed clinical care records that had been completed following the inspection of 26 November 2021 and found that further improvements were needed in relation to gaining consent, treatment options offered including their advantages and disadvantages and risks assessments for periodontal, caries and oral cancer status. The provider had implemented a comprehensive notetaking template which they showed to us at the previous inspection; however, we found that the notes were not detailed.
- The provider had not taken steps to audit patient dental care records.
- The dentist told us they routinely used dental dam in line with guidance from the British Endodontic Society when providing root canal treatment. They gave an instance when they did not use rubber dam because the tooth was broken at gum level.