

Michael Carling Limited

Michael Carling Harley Street

Inspection report

72 Harley Street
London
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Overall summary

We undertook a focused inspection of Michael Carling Harley Street on 4 December 2023. This inspection was carried out to review 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 advisor.

We had previously undertaken a comprehensive inspection of Michael Carling Harley Street on 19 July 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 Michael Carling Harley Street 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 area 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 we found at our inspection on 4 December 2023.

Summary of findings

Background

Michael Carling Harley Street is in Westminster and provides private dental care and treatment for adults and children.

There is step free access to the practice for people who use wheelchairs and those with pushchairs. Car parking spaces, including dedicated parking for disabled people, are available near the practice. The practice has made reasonable adjustments to support patients with access requirements.

The dental team includes 4 dentists (including the principal dentist), 2 dental nurses, 1 trainee dental nurse, 3 dental therapists, 1 receptionist and the practice manager. The practice has 3 treatment rooms.

During the inspection we spoke with the principal dentist, We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday to Friday from 8.30am to 6pm

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 inspection on 4 December 2023 we found the practice had made the following improvements to comply with the regulations:

- The practice had access to sufficient medical oxygen. Since the last inspection they had not carried out any treatment under sedation. They told us they would purchase another oxygen cylinder before this is restarted.
- The practice now had buccal midazolam and glucagon in the medical emergency kit.
- The checklist for medical emergencies contained all the required medicines.
- The practice had obtained references for newly appointed staff.
- The principal dentist told us that they would ensure that sedation records would be comprehensive when undertaking sedation in the future.
- Clinicians had carried out appropriate radiography training within the last 5 years.
- There was a safeguarding policy for vulnerable adults.
- Labelling of dispensed medicines was complete and in accordance with the National Institute for Health and Care Excellence (NICE) guidelines.

The practice had also made further improvements:

- The practice had completed audits for the prescribing of antibiotic medicines taking into account the guidance provided by the College of General Dentistry.