

Mrs. Amanda Shaul

Complete Dental Care

Inspection report

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London
NW3 6BX
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Date of inspection visit: 15 August
Date of publication: 19/09/2022

Overall summary

We undertook a follow up focused inspection of Complete Dental Care on 15 August 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 Complete Dental Care on 15 March 2022 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 safe and well led care and was in breach of regulations 12 and 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 Complete Dental Care dental practice on our website www.cqc.org.uk.

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 areas where improvement was required.

As part of this inspection we asked:

- Is it safe?
- Is it well-led?

Our findings were:

Are services safe?

We found this practice was providing safe care in accordance with the relevant regulations.

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 15 March 2022.

Summary of findings

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 15 March 2022.

Background

There are three CQC registered providers operating from 200 Finchley Road, London, NW3 6BX. Two of the providers share the same location name of Complete Dental Care and are part of an expense sharing agreement partnership. Under this agreement, providers share lease costs, expenses relating to nursing and reception staff and dental equipment. The third location was not part of this agreement; instead they rented a surgery where they work from one day per week. This report relates to the provider Mrs Amanda Shaul.

Complete Dental Care is in Finchley in the London Borough of Camden. They provide private dental care and treatment for adults and children.

The practice operates from a high street property which was converted to accommodate a dental

practice. There is level access into the practice for people who use wheelchairs and those with pushchairs. The practice has good links to local transportation service including London Overground Service. There is limited car parking spacing available near the practice.

The dental team includes the principal dentist, two associate dentists and a dental hygienist. They were supported by a visiting compliance manager, two trainee dental nurses and a part time receptionist. The practice has three treatment rooms.

During the inspection we spoke with the principal dentist, one of the trainee dental nurses and the receptionist. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday from 8am to 5pm

Tuesday from 8am to 4pm

Wednesday from 8am to 4pm

Thursday from 8am to 4pm

Friday from 9am to 5pm

Saturday – by appointment only.

Outside of these hours, patients are directed to NHS 111 for emergency care and treatment.

Summary of findings

The five questions we ask about services and what we found

We asked the following question(s).

Are services safe?

No action



Are services well-led?

No action



Are services safe?

Our findings

We found that this practice was providing safe care and was complying with the relevant regulations.

At the inspection on 15 August 2022 we found the practice had made the following improvements to comply with the regulation:

We judged that the registered person had done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:

The arrangements to mitigate the risk of fire at the practice had improved.

We saw that the provider had ensured the five-year fixed wiring testing of the building electrical installation was undertaken in accordance with legislation; the testing was deemed to be satisfactory.

Risk assessments and safety data sheets were now in place for the control of substances hazardous to health.

The provider had now implemented an effective dental waterline management in line with a legionella risk assessment of 21 July 2022.

Written Patient Group Directions were now in place for the dental hygienist.

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 15 August 2022 we found the practice had made the following improvements to comply with the regulation:

They had systems or processes in place that were operating effectively to enable the registered person to assess, monitor and improve the quality and safety of the services being provided. In particular:

Infection prevention and control audits were now carried out in accordance with guidance.

We saw evidence that all three intra-oral X-ray units had received electrical and mechanical examination; the report confirmed equipment was in satisfactory condition to be used for clinical purposes.

Systems and processes were now embedded to ensure that safety alerts were received, reviewed, discussed and cascaded with team members.

Dental care records were now comprehensively written to include the necessary information as per guidance.

We checked dental care records completed following the inspection in March 2022. These records demonstrated that the process for gaining and record consent for care and treatment was now in line with legislation and guidance.

The provider had also made further improvements:

The provider had implemented an audit for antimicrobial medicines, and they took into account the guidance provided by the College of General Dentistry.

Improvements were made to the practice's sharps procedures, for instance, the risk assessment had been expanded to include previously unidentified hazards.

From the dental care records we checked, it was demonstrable that the provider took into account the guidance provided by the College of General Dentistry when completing dental care records.

Dental care records were audited to check that necessary information was recorded by clinicians.

Staff told us that communication had improved since the inspection of 15 March 2022 and that appraisals had been carried out.