

Dr Dennis Li Tai Leong

# All Saints Dental Clinic

## Inspection report

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### Overall summary

We undertook a focused inspection on 10 December 2020 which included a review of evidence submitted to us by the provider before the site visit. This inspection was carried out to follow up on the actions taken by the registered provider to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Prior to our site visit we asked the provider to send us evidence of the improvements they had implemented. This allowed us to carry out a shorter site visit when we confirmed the required improvements to the service had been made.

The inspection was led by a CQC inspector who was accompanied by a specialist dental adviser.

We undertook a comprehensive inspection of All Saints Dental Clinic on 16 December 2019 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, responsive or Well led care and was in breach of various regulations under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. These included Regulation 12 -Safe care and treatment, Regulation 13 -Safeguarding, Regulation 16 – Receiving Complaints, Regulation 17 - Good governance, Regulation 18 Staffing, Regulation 19 Fit and proper person employed. You can read our report of that inspection by selecting the 'all reports' link for All Saints Dental Clinic on our website [www.cqc.org.uk](http://www.cqc.org.uk).

As part of this inspection we asked:

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

When one or more of the five questions are not met we require the service to make improvements.

### Our findings were:

# Summary of findings

## **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 16 December 2019.

## **Are services responsive?**

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

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 16 December 2019.

## **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 16 December 2019.

## **Background**

All Saints Dental Clinic is in Kensington and provides NHS and private treatment for adults and children.

There are car parking spaces, including some for blue badge holders available near the practice.

The dental team includes a dentist, a dental nurse and a practice manager. The practice has one treatment room 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 of the Health and Social Care Act 2008 and associated regulations about how the practice is run.

The practice is open at the following times:

Monday to Friday 10.00 am – 5.00 pm

## **Our key findings were:**

There was evidence of servicing of equipment

There was evidence of up to date employer liability insurance

A dental sharps risk assessment had been carried out.

A five-year electrical safety certificate was available.

# Summary of findings

The practice had stopped using a wire brush to clean instruments as part of the decontamination and cleaning process.

There were system in place for receiving and acting on safety alerts.

Improvements had been made to the practice's safeguarding procedures.

Improvements had been made to the complaint's procedure and processes.

There were systems in place to ensure the appropriate recruitment of staff.

There were systems in place for the appraisal of staff.

The registered person had systems to assess, monitor and mitigate risks including audits, checks on cleaning, medicines and clinical waste.

# Summary of findings

## The five questions we ask about services and what we found

We asked the following question(s).

<b>Are services safe?</b>	<b>No action</b> ✓
<b>Are services responsive to people's needs?</b>	<b>No action</b> ✓
<b>Are services well-led?</b>	<b>No action</b> ✓

# Are services safe?

## Our findings

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

At our previous inspection on 16 December 2019 we judged the practice was not providing safe care and was not complying with the relevant regulations. We told the provider to take action as described in our requirement notice. When we inspected on 10 December 2020 we found the practice had made the following improvements to comply with Regulations 12 and 13

The practice had made arrangements for the servicing of the autoclave and X-ray machines.

There was an up to date employer liability insurance certificate

The provider had carried out a sharps risk assessment.

The practice had commissioned a five-year electrical safety test and a certificate was available confirming the wiring was satisfactory..

Staff had stopped using a wire brush to clean instruments as part of the decontamination and cleaning process.

There was a system in place for receiving and acting on safety alerts.

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Staff had access to an up to date policy for safeguarding vulnerable adults and children that was due to be updated in January 2021. They had also received the appropriate level safeguarding training.

These improvements showed the provider had taken action to comply with Regulations 12 and 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 when we inspected on 10 December 2020.

# Are services responsive to people's needs?

## Our findings

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

At our previous inspection on 16 December 2019 we judged the practice was not providing responsive services and was not complying with the relevant regulations. We told the provider to take action as described in our requirement notice. At our inspection of 10 December 2020, we found the practice had made the following improvements to comply with Regulations 16.

The practice had an up to date complaints policy and staff were aware of the procedures.

These improvements showed the provider had taken action to improve the quality of services for patients and comply with Regulations 16 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 when we inspected on 10 December 2020.

# Are services well-led?

## Our findings

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

At our previous inspection on 16 December 2019 we judged the provider was not providing well led care and was not complying with the relevant regulations. We told the provider to take action as described in our enforcement action . At our inspection of 10 December 2020, we found the practice had made the following improvements to comply with Regulations 17,18 and 19.

Staff had undertaken training appropriate to their roles including safeguarding and radiography training.

There was a system in place for the appraisal and supervision of staff.

The registered person had ensured that all the information specified in Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 was available for each person employed.

The consignment notes for the practices clinical waste were retained appropriately.

The cleaning schedule for the domestic cleaning were - retained appropriately.

The provider had implemented systems to ensure that all medical emergency medicines and equipment were available and monitored according to the guidelines issued by the Resuscitation Council (UK) and the General Dental Council.

A Disability Access audit had been completed.

The provider had undertaken infection prevention control and radiography audits. The radiography audit had been carried out in August 2020.

These improvements showed the provider had taken action to improve the quality of services for patients and comply with Regulations 17, 18 and 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 when we inspected on 10 December 2020.