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The Broadway Dental Practice

Inspection report

23 Catford Broadway
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Overall summary

We undertook a follow up focused inspection of The Broadway Dental Practice on 29 April 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 focused inspection of The Broadway Dental Practice on 9 September 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 safe or well led care and was in breach of regulations 12 – Safe care and treatment and 17 – Good governance 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 The Broadway Dental Practice on our website www.cqc.org.uk.

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 9 September 2021.

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 9 September 2021.

Background

The Broadway Dental Practice is in Catford in the London Borough of Lewisham and provides NHS and private dental care and treatment for adult and children.

There is level access for people who use wheelchairs and those with pushchairs. Car parking spaces are available near the practice for a fee. Local transport services are available nearby.

The dental team includes two principal dentists, two associate dentists and one visiting dentist, two dental nurses, a trainee dental nurse and a practice manager (who is also a qualified dental nurse and can provide nursing cover). The practice has two treatment rooms.

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

The practice is open:

9.00 – 6.00pm Monday, Tuesday, Wednesday and Friday

9.00 – 8.00pm Thursdays

9.00 – 1.00pm Saturdays (one Saturday a month)

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 29 April 2022 we found the practice had made the following improvements to comply with the regulations:

Improvements had been made to the arrangements for dealing with medical emergencies:

- Emergency medicines and equipment were available in accordance with relevant guidance.
- Staff carried out checks at regular intervals to ensure emergency medicines and equipment were available, within the manufacturer's use by date and stored in accordance with the manufacturer's instructions.

Improvements had been made to the arrangements to monitor the practice's infection prevention and control procedures:

- Cleaning and sterilising equipment was checked, tested and maintained in accordance with the manufacturer's instructions. Dental instruments were cleaned and sterilised in accordance relevant guidance.
- Clinical areas were free from clutter and were visibly clean.

Improvements had been made to the ineffective arrangements for monitoring information in relation to staff working at the practice:

- Records in respect of identity, indemnity insurance, qualifications and skills and registration with the General Dental Council (GDC) were maintained for contracted and temporary agency staff.

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 29 April 2022 we found the practice had made the following improvements to comply with the regulations:

Improvements had been made to the systems and processes for monitoring and improving the service:

- There were arrangements to audit dental radiographs as part of a system for monitoring and improving quality and safety.
- Infection prevention and control audits were carried out in accordance with current guidance.

Improvements had been made to the arrangements monitor staff training, learning and development needs:

- Training records were available for all staff working at the practice
- There were arrangements to appraise staff performance and monitor training and development needs.
- All clinical staff had individual personal development plans.