

Dr. Jonathan Ziff

# The London Road Dental Practice

## Inspection report

77-79 London Road  
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### Overall summary

We undertook a follow up focused inspection of The London Road Dental Practice on 17 January 2024. 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.

We had previously undertaken a comprehensive inspection of The London Road Dental Practice on 3 November 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 The London Road Dental Practice on our website [www.cqc.org.uk](http://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.

# Summary of findings

The provider had made improvements in relation to the regulatory breach we found at our inspection on 3 November 2023.

## Background

The London Road Dental Practice is in Leicester and provides private dental care and treatment for adults and children.

There is level access to the practice for people who use wheelchairs and those with pushchairs. Car parking spaces are not available near the practice. The practice has made adjustments to support patients with additional needs.

The dental team includes 5 dentists, 7 dental nurses, 2 of whom are trainees, 1 hygienist, 1 receptionist, 1 clinical lead, 1 accounts manager and 1 reception manager. The practice has 6 treatment rooms.

During the inspection we spoke with 1 dentist, 1 dental nurse, 2 receptionists, the accounts manager and the clinical manager. We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday to Friday from 9am to 5pm.

# 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 17 January 2024, we found the practice had made the following improvements to comply with the regulation:

- The practice had implemented a system and staff had received additional training in how to monitor the availability and effectiveness of medical emergency equipment and medicines.
- Staff recruitment policies and procedures were in place and pre employment information was available as outlined in national guidance.
- Processes were in place to ensure premises and equipment were serviced and maintained in line with guidance. We saw that a satisfactory 5 year fixed wired electrical safety certificate was obtained and equipment serviced by suitably qualified staff.
- Monitoring and mitigation against the risk and spread of water borne bacteria such as legionella was in place and embedded amongst the practice team. Staff had received training and demonstrated a detailed understanding of their roles and responsibilities in carrying out these tasks.
- Risks assessments were in place including for fire safety, lone working and sharps injury. All risk assessments we reviewed were signed by staff to show they had read and understood them.
- Audits of radiography were carried out in line with recognised guidance for all clinicians.
- An effective system was established for the safe storage and monitoring of prescription medicines.