

iDental Limited

IDental

Inspection report

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Overall summary

We undertook a follow up focused inspection of IDental on 5 March 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 who was supported by a specialist dental advisor.

We had previously undertaken a comprehensive inspection of IDental on 13 October 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 IDental 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 areas 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 13 October 2023.

Background

IDental is located within the premises of a GP practice in the London Borough of Hammersmith and Fulham and provides private dental care and treatment limited to cosmetic orthodontic outcomes for adults.

There is level 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 specific needs.

The dental team includes the principal dentist and 1 dental nurse. The practice has 1 treatment room.

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:

Sundays from 8am to 8pm

Monday to Saturday by prior arrangement.

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 regulation.

At the inspection on 5 March 2024 we found the practice had made the following improvements to comply with the regulation:

- The practice had improved procedures to reduce the risk of Legionella, or other bacteria, developing in water systems, in line with a risk assessment. Dental Unit Water Lines (DUWLs) were treated appropriately following manufacturer's guidelines. In addition, water quality testing was carried out at quarterly intervals.
- We checked 6 dental care records completed since our inspection on 13 October 2023. We observed considerable improvements had been made and found the record keeping to be of a high standard. Patient care records were complete, legible, kept securely and complied with General Data Protection Regulation requirements. Images and consent forms were now stored within the patient management system. Patient photographs were deleted from the portable device used to capture the images after they had been uploaded to the system.
- Radiographic assessment was not carried out at the location but systems were in place to ensure the patients had seen a general dental practitioner elsewhere and an assurance of dental fitness had been obtained through radiographic examination prior to the commencement of treatment. The principal dentist told us that if dental fitness was not assured, they would withdraw the offer of treatment.

The practice had also made further improvements:

- Oromucosal midazolam, a medicine to treat epileptic seizures, which was not available at the time of previous inspection, was now available. The emergency drugs and equipment were checked on a weekly basis in line with national guidance.