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INE Dental Practice

Inspection report

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Overall summary

We undertook a follow up focused inspection of INE Dental Practice on 27 June 2023. 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 and a second CQC inspector.

We had previously undertaken a comprehensive inspection of INE Dental Practice on 25 October 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, effective, responsive and well-led care and was in breach of regulations 12,13,17,18 and 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We undertook immediate enforcement action and the provider's CQC registration to carry on the regulated activities was suspended for a period of 3 months. You can read our report of that inspection by selecting the 'all reports' link for INE Dental Practice on our website www.cqc.org.uk.

We also previously undertook a follow up focused inspection of INE Dental Practice where we asked is it safe and well-led on 23 November 2022 and we noted that the provider had completed a significant amount of work to meet our requirements and the period of suspension was terminated on 24 November 2022. At this inspection on 23 November 2022, we found the 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 INE Dental Practice 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. 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 effective?

Summary of findings

- Is it responsive to people's needs?
- Is it well-led?

Our findings were:

Are services effective?

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

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 25 October 2022.

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 25 October 2022.

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 inspections on 25 October 2022 and 22 November 2022.

Background

INE Dental Practice is in New Malden within the London Borough of Kingston-upon-Thames and provides private dental care and treatment for adults and children. The practice advised us that the majority of the patients are members of the local Korean community.

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 dental team includes the principal dentist, a trainee dental nurse, a receptionist and a practice manager. The practice has 2 treatment rooms.

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

The practice is open:

Monday, Tuesday, Thursday, Friday from 9.30am to 6pm

Saturday from 9.30 to 1.30pm

Summary of findings

The practice is closed on Wednesdays

Summary of findings

The five questions we ask about services and what we found

We asked the following question(s).

Are services effective?	No action	✓
Are services responsive to people's needs?	No action	✓
Are services well-led?	No action	✓

Are services effective?

(for example, treatment is effective)

Our findings

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

At the inspection on 27 June 2023 we found the practice had made the following improvements to comply with the regulation:

- The principal dentist demonstrated that they were aware of evidence-based treatment guidance.

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 the inspection on 27 June 2023 we found the practice had made the following improvements to comply with the regulations:

- The practice had effective out of hours arrangements and were able to give appropriate advice to patients who may require urgent dental care.
- Staff had carried out a disability access audit and had formulated an action plan to continually improve access for patients.

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 27 June 2023 we found the practice had made the following improvements to comply with the regulation:

- Improvements had been made to ensure that accurate, complete and contemporaneous records were being maintained securely in respect of each service user. Following our initial inspection on 25 October 2022, the provider converted to a secure digital record keeping platform from a paper-based system. In particular, medical histories were updated, radiographic reports were carried out, intra-oral and extra-oral examination findings, Basic Periodontal Examinations and discussions were well documented.
- The provider demonstrated that systems and processes to identify and mitigate risks, and continuous quality improvement were embedded in the practice's governance arrangements. In particular we observed that audit cycles were embedded. Policies and risk assessments were reviewed and updated accurately.
- Improvements had been made to ensure patient privacy was protected during treatment.

The practice had also made further improvements:

- The practice had made improvements to the processes for the control and storage of substances hazardous to health identified by the Control of Substances Hazardous to Health Regulations 2002, to ensure risk assessments are undertaken and the products are stored securely.