

Camden High Street Practice Limited

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Inspection report

22 Camden High Street
London
NW1 0JH
Tel:

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Overall summary

We undertook a follow up focused inspection of Camden High Street Practice Limited on 12 March 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 undertaken by a CQC inspector.

We undertook a comprehensive inspection of this dental practice on 10 December 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 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 Camden High Street Practice Limited on our website www.cqc.org.uk.

As part of this inspection we asked:

- Is it well-led?

When one or more of the five questions are not met, we require the service to make improvements and send us an action plan. We then reinspect after a reasonable interval, focusing on the areas where improvement was required.

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 breaches we found at our inspection on 10 December 2021.

Background

Camden High Street Dental Practice is a shop front building located in the London Borough of Camden and provides NHS and private treatment to patients of all ages.

The practice is within easy reach of local bus and train services. Limited paid car parking spaces are available near the practice.

The practice has four treatment rooms. There is a patient waiting area and a separate decontamination room.

The dental team now includes two directors, two associate dentists, two dental hygienists, five dental nurses and two trainee dental nurses. They are supported by a compliance manager, two receptionists and one administrator.

During the inspection we spoke with two dental nurses, one of the directors and the compliance manager. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday to Friday from 8:45am to 6pm

Saturday from 9:45am to 3pm.

Outside of these hours, patients are directed to NHS 111 for emergency care and treatment.

Our key findings were:

- The practice had staff recruitment procedures which reflected current legislation.
- There were improvements to the management of risks.
- Improvements had been made to the governance arrangements.

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 our previous inspection on 10 December 2021 we found that the practice was not providing well led care and was not complying with the relevant regulations. This was because the systems and processes did not consistently support good governance. We told the provider to take action as described in our requirement notice.

At the inspection of 12 May 2022, we found the practice had made the following improvements to comply with the regulations:

- Recruitment checks including Disclosure and Barring checks were now conducted in line with their policy. This was evidenced when we looked at the recruitment records for staff they recruited after December 2021.
- We saw that the provider had ensured the five year fixed wiring testing of the building electrical installation was undertaken in accordance with legislation; the testing was deemed to be satisfactory.
- Risk assessments and safety data sheets were now in place for the control of substances hazardous to health.
- Policies and procedures (including the X-ray local rules and safeguarding) had been updated to reflect current arrangements.
- Clinical and non-clinical staff had completed mandatory training.
- The provider had implemented an audit for antimicrobial medicine; improvements could be made to ensure dentists could compare their practice against published standards.
- The lead dentist told us they now routinely used dental dam in line with guidance from the British Endodontic Society when providing root canal treatment.