

Dr Michael Frankl

Lotus Clinic Dental & Aesthetic Medicine London

Inspection report

943 Finchley Road
London
NW11 7PE
Tel: 02082018080
www.lotusclinic.co.uk

Date of inspection visit: 3 October 2022
Date of publication: 17/10/2022

Overall summary

We carried out this focused desk based review on 3 October 2022 under section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This review 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 review was undertaken by a CQC inspector who had remote access to a specialist dental adviser.

We undertook a comprehensive inspection of Lotus Clinic Dental & Aesthetic Medicine London on 8 April 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 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 –Lotus Clinic Dental & Aesthetic Medicine London on our website www.cqc.org.uk.

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 inspect again after a reasonable interval, focusing on the area where improvement was required.

As part of this review we asked:

- Is it well-led

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 breach we found at our inspection on 8 April 2022.

Summary of findings

Background

Lotus Clinic Dental & Aesthetic Medicine London is in the London Borough of Barnet 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. The practice has made adjustments to support patients with additional needs, including level access and treatment rooms on the ground floor.

The dental team includes 5 dentists, 2 dental hygienists, 3 nurses and 1 receptionist. The practice has 4 treatment rooms.

During the review we spoke with the practice manager. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Mondays to Fridays between 8am and 5.30pm

Alternate Saturdays between 9am and 3.30pm

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 3 October 2022 we found the practice had made the following improvements to comply with the regulation:

- Procedures in relation to infection prevention and control were monitored in accordance with current guidelines. Audits were carried out every six months and used to improve infection control procedures as required.
- The arrangements for cleaning were monitored. Cleaning equipment and materials were available and stored in accordance with guidelines to minimise the risk of the spread of infections.
- There were systems to ensure emergency medicines and equipment were available, in date and in good working order. Checks in respect of emergency medicines and equipment were carried out on a weekly basis.
- There were arrangements to mitigate the risk of legionella or other bacterial growth in the water systems in line with a risk assessment, which was kept under review and all required areas for improvement acted on. There were water safety logs maintained and arrangements to monitor hot and cold water temperatures.
- There were systems to manage risk of fire in line with a fire safety risk assessment. Records were maintained in relation to routine fire safety checks. Satisfactory fixed electrical wiring testing was carried out in accordance with current regulations.
- There were arrangements for the safe management of medicines. There were stock control systems to monitor medicines and minimise risk of misuse. Stocks of medicines were checked on a weekly basis. Medicines were clearly labelled and stored securely.

The provider had also made further improvements:

- The practice's recruitment procedures included arrangements to ensure that appropriate checks are completed in relation to temporary agency and visiting specialist staff. We saw records in respect of conduct in previous employment, disclosure and barring services checks, registration with General Dental Council, professional indemnity and evidence of training and qualifications for the visiting seditionist. There were arrangements to obtain information when temporary agency staff were employed at the practice.