

Dr. Laurence Baum

Finchley Dental Care Centre

Inspection report

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Overall summary

We undertook a follow up focused inspection of Finchley Dental Care Centre on 5 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 who was supported by a specialist dental advisor.

We had previously undertaken a comprehensive inspection of Finchley Dental Care Centre on 24 March 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.

An announced focused inspection was carried out on 16 August 2023 to review the actions taken by the provider in response to our findings of 24 March 2023. At this follow up inspection we found that while some improvements had been made, the provider was still not providing well-led care and remained 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 Finchley Dental Care Centre 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 and send us an action plan. We then inspect again after a reasonable interval, focusing on the area(s) where improvement was required.

As part of this inspection we asked:

- Is it well-led?

Are services well-led?

Summary of findings

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 24 March 2023 and 16 August 2023.

Background

Finchley Dental Care Centre is in Finchley, in the London Borough of Barnet and provides NHS and private dental care and treatment for adults and children.

The practice is on the first and second floor of a high street building and is not accessible for people who use wheelchairs and those with pushchairs. The practice has processes in place to communicate this to patients prior to their appointments. Car parking spaces are available near the practice.

The dental team includes the principal dentist, 1 associate dentist, 2 dental nurses and 3 dental hygienists. The practice has 2 treatment rooms.

During the inspection we spoke with the principal dentist and one of the dental nurses. We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday from 9am to 5.30pm

Tuesday from 10am to 2pm

Wednesday from 9am to 4pm

Thursday from 10am to 5.30pm

Friday from 9am to 5.30pm.

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 5 January 2024, we found the practice had made the following improvements to comply with the regulations:

- The principal dentist showed commitment to delivering safe, compassionate and high-quality care. Our discussions with the principal dentist revealed that they had sufficient oversight of the day-to-day activities of the practice. They had also engaged external support to help their efforts in becoming compliant with the legal requirements. The dental team worked together to implement improvements.
- Information presented during the inspection was well organised and easily accessible.
- The practice had regular structured meetings with set agenda. Topics covered included discussion about the improvements required in response to our previous findings, antimicrobial prescribing in dentistry and patient satisfaction survey results. Future planned topics included changes to practice policies and procedures to ensure these were disseminated to staff promptly.
- The practice had made improvements to ensure processes to reduce the risk of fire were effective. A fire risk assessment dated 3 May 2023 was made available for review. We saw evidence that all recommendations made the fire risk assessment had been acted upon. The practice installed smoke detectors to higher ignition areas and on all floors throughout the practice. Manual sounding devices and luminaries to aid means of escape had been placed on each floor. Periodic in-house checks of the fire detection equipment and fire evacuations drills were being carried out. Staff had completed training on the use of the new fire detection system.
- Improvements had been made to the safe storage of medicines and only clinicians had access to the keys for the cabinet. The practice maintained a prescription log suitable to identify missing prescriptions and there were effective systems in place to monitor medication kept on site. We noted that antimicrobial prescribing was now in line with the 'Antimicrobial Prescribing in Dentistry' guidance published by the College of General Dentistry (CG Dent).
- We saw evidence that the provider had undertaken a risk assessment for all hazardous materials used within the practice as per Control of Substances Hazardous to Health Regulations 2002 (COSHH). Relevant safety data sheets were available to staff.
- The principal dentist had peer review discussion with all members of the clinical team to discuss record keeping. Patient care records now included key examination details in line with the recognised guidance, and our record card review did not identify any significant shortcomings.

The practice had also made further improvements:

- The practice made improvements to ensure that the record card audit included a representative sample of all clinicians' patient care records. The audit included documented learning points to drive improvement.
- The practice implemented audits for prescribing antibiotic medicines taking into account the guidance provided by the College of General Dentistry (CG Dent).