

Dr. Gaurav Madhok

Katz & Madhok Orthodontics

Inspection report

165 Hale Lane
Edgware
HA8 9QN
Tel: 02089068660
www.kmortho.co.uk

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Overall summary

We undertook a follow up desk-based review of Katz & Madhok Orthodontics on 14 September 2022. This 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 led by a CQC inspector who had remote access to a specialist dental adviser.

We undertook a comprehensive inspection of Katz & Madhok Orthodontics on 13 June 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 Katz & Madhok Orthodontics dental practice 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 (requirement notice only). 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?

Our findings were:

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/es we found at our inspection of 13 June 2022.

Summary of findings

Background

Katz and Madhok Orthodontics is in Edgware, in the London Borough of Barnet and provides NHS and private dental care and treatment for adults and children.

Car parking spaces are available near the practice and it is also located to public transport services.

The practice has made reasonable adjustments to support patients with additional needs, including adapted toilet facilities on the ground floor.

The dental team includes 2 orthodontist specialists, 3 dental nurses, and 1 receptionist. The clinical team is supported by a practice manager. 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:

Monday, Wednesday and Thursday from 8.30am to 5.30pm.

Tuesday from 8.30am to 7pm.

Friday 8.30am to 1pm.

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 review on 14 September 2022 we found:

- Improvements had been made to mitigate fire risks at the practice in line with a risk assessment carried out on 24 August 2022. Fire safety equipment had been serviced, and fire drills had been carried out. Staff had undertaken training in fire safety procedures. The provider told us that periodic in-house checks of the fire detection equipment had been carried out. The practice had now ensured that there was unobstructed access to all the fire exits. There were systems in place to ensure the fire risk assessments were reviewed regularly and there was ongoing and effective fire safety management.
- Improvements had been made to ensure the premises were safe. Recommendations requiring urgent action in the electrical installation condition report dated 7 June 2022 had been completed. The practice had undertaken a new electrical condition report on 17 June 2022 that was now satisfactory. There were systems in place to ensure that safety checks in relation to the premises were carried out in a timely-manner and there was ongoing management of premises safety.
- Infection prevention and control audits were now being undertaken bi-annually as per national guidelines. The most recent audit completed on 14 June 2022 found no recommendations or outstanding actions.