

Dr. Marisa Harvey

New Lavender House Dental Surgery

Inspection report

269 Malden Road
North Cheam
Sutton
SM3 8ET
Tel: 02086447836
www.newlavenderdental.co.uk

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Overall summary

We undertook a follow up focused inspection of New Lavender House Dental Surgery on 13 January 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 had remote access to a specialist dental advisor.

We had previously undertaken a comprehensive inspection of New Lavender Dental Surgery on 31 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 and well-led care and was in breach of regulation 12, 15 and 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 New Lavender House Dental Surgery 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 areas where improvement was required.

As part of this inspection we asked:

- Is it safe?
- Is it well-led?

Our findings were:

Summary of findings

Are services safe?

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

The provider had made improvements in relation to the regulatory breaches we found at our inspection on 31 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 breach/es we found at our inspection on 31 October 2022.

Background

New Lavender Dental Surgery is in Cheam in the London borough of Sutton and provides NHS and 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 a car park, and parking spaces, including dedicated parking for disabled people, are available near the practice. The practice has made reasonable adjustments to support patients with specific needs.

The dental team includes a principal dentist, 4 associate dentists, 5 dental nurses, 1 dental hygienist, a practice manager and 2 receptionists. The practice has 3 treatment rooms.

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

The practice is open:

8am to 5pm Monday to Fridays

9.30am to 3pm Saturdays for private treatment

Summary of findings

The five questions we ask about services and what we found

We asked the following question(s).

Are services safe?

No action



Are services well-led?

No action



Are services safe?

Our findings

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

At the inspection on 13 January 2023 we found the practice had made the following improvements to comply with the regulations:

- An electrical installation certificate report (EICR) confirming the condition of the electrical installation as satisfactory was carried out on 12 November 2022.
- The gas safety checks and landlord certificate was completed on 3 November 2022 confirming the safety of the gas supply.
- Items that were missing from the medical emergencies equipment had been replaced. The practice had also improved the system for checks to medicines to monitor expiry dates.
- The provider had made improvements with regards to fire safety. The practice had been decluttered, including the removal of items that were causing obstructions to fire exits. The provider had also arranged for a new fire risk assessment to be carried out. This was due to be completed in the weeks following the inspection.

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 13 January 2023 we found the practice had made the following improvements to comply with the regulation:

- The practice had improved procedures for maintaining records for staff employment. Processes were in place for disclosure and barring services checks, satisfactory evidence of conduct in previous employment and evidence of staff indemnity was routinely collected and stored in staff records.

A system had been implemented to monitor equipment servicing. The pressure vessel (compressor) was serviced in December 2022. The practice had a system that alerted them when equipment is due for future servicing to avoid missing due date.