

Dr. Seyed Reza Manafi

Cricklewood Dental Clinic

Inspection report

2A Chichele Road
Cricklewood
London
NW2 3DA
Tel: 02084504949

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Overall summary

We undertook a follow up focused inspection of Cricklewood Dental Clinic on 2 November 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 led by a CQC inspector who had was supported by a specialist dental advisor.

We undertook a focused inspection of Cricklewood Dental Clinic on 23 July 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 safe and well led care and was in breach of regulations 12 and 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. At a follow up inspection on 9 December 2021 we found that the provider had made some improvements but had not taken action to fully comply with the regulations. You can read our report of that inspection by selecting the 'all reports' link for Cricklewood Dental Clinic dental practice on our website www.cqc.org.uk.

When one 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:

Are services safe?

We found this practice was providing safe 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 9 December 2021.

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 breaches we found at our inspection on 9 December 2021.

Background

The provider has 3 practices and this report is about Cricklewood Dental Clinic.

Cricklewood Dental Clinic is in the London Borough of Brent and provides NHS and private dental care and treatment for adults and children.

The dental team includes the principal dentist, 1 associate dentist, 1 dental therapist and 1 trainee dental nurse. The clinical team are supported by a receptionist and a practice manager. The practice has 1 treatment room and a separate decontamination room.

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

The practice is open:

Monday to Friday 9am to 6pm.

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 2 November 2022 we found the practice had made the following improvements to comply with the regulations:

- Improvements had been made to the arrangements for dealing with medical emergencies. Emergency medicines and equipment were available in accordance with the Resuscitation Council UK 2021 guidelines. These included Glucagon (an emergency medicine used to treat severe low blood sugar), self-inflating masks with reservoir for both adults and children and all the required sizes of Oropharyngeal airways.
- Improvements had been made to the arrangements to assess and mitigate risks of fire at the practice. A fire risk assessment carried out on 2 February 2022 was made available for review. This included a number of recommendations, including the provision of emergency lighting, a manual method for raising the alarm and carrying out fire drills. We saw evidence that all recommendations had been acted upon. The practice carried out periodic in-house checks on the fire safety equipment, fire extinguishers were available and serviced annually and staff completed fire safety awareness and fire warden training.

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 2 November 2022 we found the practice had made the following improvements to comply with the regulations:

- Improvements had been made to ensure the practice recruitment procedures reflected current legislation and the relevant records were maintained. Disclosure and Barring Service checks had been carried out for newly appointed staff. Recruitment records included proof of identity including a recent photograph, satisfactory evidence of conduct in previous employment, documentary evidence of qualification relevant to the duties for which the person is employed, professional registration certificate, professional indemnity cover and right to work in the UK checks.
- We found that information about systems and processes were communicated effectively across the organisation. Records presented during the inspection were well documented and easily accessible to staff. There were clear - roles and systems for accountability and the management team showed commitment to support the practice in delivering safe and high-quality care. Discussion with the practice manager and registered provider revealed that there was sufficient oversight of the undertaking of the regulated activities.
- Infection prevention and control audits were carried out bi-annually in accordance with the national guidance. The most recent audit was undertaken on 13 October 2022 and it was reflective of the systems and processes within the practice.