

Dr. Farhad Basseghi

# Clarence House Dental Health Centre

## Inspection report

58 Clarence Avenue  
Gants Hill  
Ilford  
IG2 6JE  
Tel: 02085548727

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### Overall summary

We undertook a follow up desk-based focused review of Clarence House Dental Health Centre on 29 March 2023. This review was carried out to check 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 advisor.

We had previously undertaken a comprehensive inspection of 21 November 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 regulations 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 Clarence House Dental Health Centre dental practice on our website [www.cqc.org.uk](http://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 review, we asked:

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

### Our findings were:

#### Are services safe?

# Summary of findings

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 21 November 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 breaches we found at our inspection on 21 November 2022.

## **Background**

This report is about Clarence House Dental Health Centre.

Clarence House Dental Health Centre is in Ilford, in the North-East London Borough of Redbridge and provides private dental care and treatment for adults. The provider also has a very small NHS contract which is used to deliver care to children.

The practice is not suitable for people who use wheelchairs and those with pushchairs, instead they are referred to two other local practices that has facilities. Car parking spaces, including dedicated parking for disabled people, are available near the practice.

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

As part of the review we spoke with the principal dentist and one of the dental nurses. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open:

Monday

8:30am–5:30pm

Tuesday

8:30am–8pm

Wednesday

8:30am–5pm

Thursday

# Summary of findings

8:30am–5pm

Friday

8:30am–1pm

Saturday

9am–1pm.

# 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 review of 29 March 2023, we found the practice had made the following improvements to comply with the regulation:

The provider had implemented a written scheme of examination for the air compressor and provided us with evidence that it had received servicing on 8 December 2023. Service record demonstrated the equipment was in good working order and the engineer recommended 2 yearly maintenance servicing.

We were provided with evidence a gas safety record which confirmed the gas boiler on site had received servicing.

We received evidence of a satisfactory electrical installation condition report to demonstrate the safety of the premise's electrical fixed wiring.

The practice had also made further improvements:

- The provider had ensured annual electro-mechanical checks had been completed for the two intra-oral machines.
- Improvements were made to ensure local contact details for occupational health remained up to date should staff needed to contact them in the event of an inoculation injury. However, we noted that the telephone number was not included as part of the contact details.

# 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 of 29 March 2023, we found the practice had made the following improvements to comply with the regulation:

- There was now a Disability Access Audit which was carried out in line with the Equality Act to determine if the environment was suited to a wide range of service users.
- The provider told us that individual control of substances hazardous to health risk assessments were now carried out for all hazardous substances and that safety data sheets were available.