

Mr. Yu Ho

Waterloo Dental Surgery

Inspection report

223 Waterloo Road
London
SE1 8XH
Tel: 020 7928 5844
<www. n/a

Date of inspection visit: 3 July 2020
Date of publication: 20/07/2020

Overall summary

We undertook a follow up desk-based inspection of Waterloo Dental Practice on 3 July 2020. 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.

We undertook a comprehensive inspection of Waterloo Dental Practice on 12 December 2019 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 19 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 Waterloo Dental Practice on our website .

As part of this inspection we asked:

- Is it well-led?

When one or more of the five 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.

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 we found at our inspection on 12 December 2019.

Background

Waterloo Dental Practice is in Waterloo, London and provides NHS and private dental treatment to adults and children.

There is level access for people who use wheelchairs and those with pushchairs. Car parking spaces are available near the practice for a fee.

The dental team includes one dentist and one dental nurse. Both the dentist and the dental nurse provide reception duties. The practice has one treatment room.

The practice is owned by an individual who is the principal dentist there. They have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run.

The practice is open:

- Monday to Friday 9.00am – 5.00pm

Our key findings were:

We are mindful of the impact of COVID-19 pandemic on our regulatory function. This meant we took account of

Summary of findings

the exceptional circumstances arising as a result of the COVID-19 pandemic. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

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 our previous inspection on 12 December 2019 we judged the provider was not providing well led care and was not complying with the relevant regulation. We told the provider to take action as described in our requirement notice. At the inspection on 3 July 2020 we found the practice had made the following improvements to comply with the regulation:

- The provider had appropriate indemnity cover in place for dental nurses.
- The provider produced evidence of recruitment checks that ensured they employed suitable staff including checks in place for agency and locum staff, which reflected the relevant legislation.
- The provider had evidence of Disclosure and Barring Services checks carried out on staff.
- The provider had evidence confirming that staff had completed basic life support training within the past 12 months.