

# Cloudwalk Ltd

# The Park Clinic

## Inspection Report

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## Overall summary

We undertook a follow up desk-based review on 25 February 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 The Park Clinic on 14 August 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 17 (Good Governance) 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 The Park Clinic dental practice on our website [www.cqc.org.uk](http://www.cqc.org.uk).

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 area(s) where improvement was required.

### **Our findings were:**

### **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 breach we found at our desk-based review on 24 February 2020.

### **Background**

The Park Dental Clinic is in Wimbledon in the London Borough of Merton and provides private treatment for adults and children.

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

The dental team includes two principal dentists, seven associate dentists, four dental nurses, four dental hygienists, two receptionists (one who is also a qualified dental nurse) and a practice manager. The practice has four treatment rooms.

The practice is owned by a company and as a condition of registration must have a person registered with the Care Quality Commission as the registered manager. Registered managers 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 registered manager at The Park Clinic is the one of the principal dentists.

# Summary of findings

As part of the review we looked at the practice policies and procedures and other records that the provider sent us. We also spoke with the provider and they confirmed the changes they had made.

## **Our key findings were:**

- The practice had recruitment procedures in place that operated effectively to ensure Disclosure and Barring Services (DBS) checks were carried out for all staff who commenced work in practice.
- Systems were in place for infection control audits to be undertaken at regular intervals. Learning points and resulting improvements were being documented.

# 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 14 August 2019 we judged the provider was not providing well led care and was not complying with the relevant regulations. We told the provider to take action as described in our requirement notice. At the inspection on 24 February 2020 we found the practice had made the following improvements to comply with the regulation:

- The practice had recruitment procedures in place that operated effectively to ensure disclosure and barring services checks were carried out for all staff who worked in practice.

The practice had also made further improvements:

- Systems were in place for infection control audits to be undertaken at regular intervals. Learning points and resulting improvements were being documented.

These improvements showed the provider had taken action to improve the quality of services for patients and comply with regulation 17 when we carried out our review on 24 February 2020.