

We are very proud to say that the CQC report of Southgate Dental Care confirmed that we are providing care to the highest of standards.

As dentists, we are regulated by the government body – The Care Quality Commission (CQC). Their role in the health sector is to monitor services' performance against national standards, ensuring that the Essential standards of quality and safety are achieved.

Please read extracts of the reports from 2012 and 2016 on Southgate Dental Care below:

CARE QUALITY COMMISSION - INSPECTION REPORT



Inspection carried out on 11 August 2016

During a routine inspection

We carried out an announced comprehensive inspection on 11 August 2016 to ask the practice the following key questions; Are services safe, effective, caring, responsive and well-led?

Our findings were:

Are services safe?

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

Are services effective?

We found that this practice was providing effective care in accordance with the relevant regulations

Are services caring?

We found that this practice was providing caring services in accordance with the relevant regulations

Are services responsive?

We found that this practice was providing responsive care in accordance with the relevant regulations

Are services well-led?

We found that this practice was providing well-led care in accordance with the relevant regulations

Background

Southgate Dental located in Southgate provides NHS and private dental treatment including general dentistry, orthodontics, cosmetic dentistry, endodontics, periodontics and the placement of dental implants. The practice also provides conscious sedation services. [– procedure using a combination of medicines to help a patient to relax (a sedative) and to block pain (an anaesthetic) during a medical or dental procedure. The patient remains awake during the whole procedure.] Practice staffing consists of the principal dentist, two specialist endodontists, specialist orthodontist, Implantologist, periodontist, four dental nurses, two hygienists, two receptionists/nurses.

The principal dentist is registered with the Care Quality Commission (CQC) as an individual registered person. Registered persons 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 8am to 5.30pm and Saturdays 8am to 1pm.

The practice facilities include five treatment rooms, decontamination room, reception and two waiting areas, one office and a staff room/kitchen.

We reviewed 45 CQC comment cards, the practice patient satisfaction survey and the NHS Friends and Family test comment cards. Patients were positive about the service. They were complimentary about the friendly and caring attitude of the staff.

Our key findings were:

- Staff had been trained to handle medical emergencies, and appropriate medicines and life-saving equipment were readily available.
- The appointment system met the needs of patients and waiting times were kept to a minimum.
- Staff had received safeguarding children and adults training and knew the processes to follow to raise any concerns. The practice had whistleblowing policies and procedure and staff were aware of these and their responsibilities to report any concerns.
- There were systems in place to reduce the risk and spread of infection. Dental instruments were cleaned and sterilised in line with current guidance.
- The practice sought feedback from staff and patients about the services they provided and acted on this to improve its services.
- There was appropriate equipment for staff to undertake their duties, and equipment was well maintained.
- The practice ensured staff were trained and that they maintained the necessary skills and competence to support the needs of patients.
- Patients were involved in their care and treatment planning so they could make informed decisions.
- Conscious sedation was delivered safely in accordance with current guidelines.
- Patients were treated with dignity and respect and confidentiality was maintained.
- The practice had a procedure for handling and responding to complaints, which were displayed and available to patients.

- Governance systems were effective and there were a range of policies and procedures in place which underpinned the management of the practice. Clinical and non-clinical audits were carried out to monitor the quality of services.

Download full report



[Inspection report published 7 September 2016](#)

PDF | 246.04 KB (opens in a new tab)

Inspection carried out on 26 April 2012

During a routine inspection

We were able to speak to patients of the dental practice. They indicated that they had been treated with respect and dignity. They expressed satisfaction with the care and treatment provided. The practice has a policy for ensuring that all patients are treated with respect and dignity.

Patients made positive comments about staff and indicated that they had confidence in the dentists and other staff who attended to them. Detailed assessments and treatment plans had been prepared for patients. Treatment had been given with patients' agreement and written consent.

Patients' views can be summarised by the following comments:

“I've always been a happy and satisfied patient”.

“He (the dentist) was very patient and explained everything”.

“I've never had any problems”.

“The staff are very pleasant and easy to get on with”.

The premises were clean and well maintained. There are arrangements for infection control checks and daily cleaning tasks. Staff were knowledgeable regarding infection control and decontamination procedures for equipment and instruments used. There was documented evidence that equipment used had been maintained and inspected by specialist contractors.

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[Inspection Report published 16 May 2012](#)

PDF | 41.41 KB (opens in a new tab)

