COVENT GARDEN DENTAL SPA

STATEMENT OF PURPOSE

Practice / Location	Covent Garden Dental Spa
Address	15 Grape Street, London, WC2H 8DR
Location ID number	1-6150596100
Registered Provider	Dr N Flora Chigwedere
Registered Manager	Dr Flora Chigwedere
Telephone	020 7836 9107
Email	info@coventgardendentalspa.co.uk
Website	coventgardendentalspa.co.uk
Document date	August 2026
Next review	August 2027

1. Purpose of the service

Covent Garden Dental Spa is a private dental practice providing general, preventive, restorative, cosmetic and specialist dental care. Our purpose is to provide safe, effective, caring, responsive and well-led dental services in a calm, patient-focused environment, while promoting good oral health and supporting patients to make informed decisions about their care.

2. Aims and objectives

- Promote good oral health to all patients attending the practice for care, treatment and advice.
- Provide high-quality dental care, including appropriate examinations, diagnosis, prevention and treatment.
- Understand and meet the individual needs of our patients, involve them in decisions about their care and encourage them to participate fully.

- Provide clear information about treatment options, benefits, risks, likely outcomes and costs before treatment begins.
- Involve other healthcare and dental professionals where this is in the patient's best interests, including referral for specialist care and advice.
- Participate, where appropriate, in local or wider initiatives that promote the benefits of good general and oral health.
- Ensure all members of the dental team have the appropriate qualifications, skills, training and support to carry out their duties competently and confidently.
- Maintain awareness of current legislation, national guidance, professional standards and evidence-based recommendations affecting patient care.
- Monitor the quality and safety of the service through audits, feedback, incident review, staff training and continuous improvement.

3. Regulated activities

The practice undertakes the following three regulated activities:

- Treatment of disease, disorder or injury
- Surgical procedures
- Diagnostic and screening procedures

These regulated activities include, where clinically appropriate:

- Diagnosis, prevention and treatment of dental disease, including dental caries and periodontal disease.
- Dental examinations, oral health assessment and soft-tissue/oral cancer screening.
- Radiographs and other diagnostic investigations, including the taking and clinical interpretation of dental radiographs.
- Restorative dentistry, including fillings, crowns, bridges, veneers and other dental restorations.
- Dental extractions and other minor oral surgical procedures.
- Implant assessment, implant dentistry and associated surgical procedures where appropriate.
- Orthodontic assessment and treatment, including clear aligner treatment.
- Assessment and treatment of dental trauma.
- Preventive care, periodontal care, hygiene treatment and oral-health advice.
- Emergency dental assessment and treatment during practice opening hours, with out-of-hours advice/contact arrangements available to patients.

4. Who uses the service

The service is available to the general public and welcomes adults and children of all ages. We aim to provide care without discrimination and to meet individual needs wherever reasonably practicable. This includes patients with disabilities, communication needs, dental anxiety, complex medical histories or additional support needs. Reasonable adjustments are made wherever possible and patients are encouraged to tell the practice about any specific requirements before their appointment.

5. Premises, access and transport

Covent Garden Dental Spa is located at 15 Grape Street in central London. The practice has three treatment surgeries: two surgeries are located on the ground floor and one surgery is located in the basement. Access to the basement surgery is by stairs. Where a patient is unable to use the stairs, the practice will aim to allocate a ground-floor surgery where clinically appropriate and reasonably practicable.

- There is no dedicated patient car parking directly outside the practice.
- Tottenham Court Road, Holborn and Covent Garden Underground stations are each approximately a five-minute walk from the practice.
- The nearest NCP car park is approximately a five-minute walk away.
- Patients are encouraged to contact the practice in advance if they have mobility, access or other individual requirements so that suitable arrangements can be discussed.

6. Services provided

Services provided include routine dental examinations, emergency dentistry, preventive dentistry, hygiene and AirFlow treatment, restorative dentistry, periodontal care, endodontic care, orthodontic/clear aligner treatment, teeth whitening, composite bonding, veneers, crowns and bridges, dental implants and TMJ/TMD assessment and care. Treatment is provided according to clinical need, clinician competence and the scope of the practice.

7. Patient involvement, consent and information

Patients are involved in decisions about their care and are given information in a way they can understand. Valid consent is obtained before treatment. Patients are provided with information about relevant treatment options, risks, benefits, alternatives and fees. Written treatment plans and estimates are provided where appropriate. Patients may ask questions, seek a second opinion or decline treatment.

8. Safety, quality and governance

The practice maintains systems to support safe and effective care, including infection prevention and control, decontamination, medical emergency preparedness, radiography governance, medicines management, safeguarding, health and safety, waterline and Legionella management, equipment servicing, staff training, complaints handling, incident reporting, audits and risk assessment. Policies and procedures are reviewed regularly and updated when required.

9. Registered Manager

The Registered Manager is Dr Flora Chigwedere. The Registered Manager is responsible for the day-to-day management and oversight of the regulated activities carried on at Covent Garden Dental Spa, ensuring that services are delivered safely, effectively and in accordance with the requirements of the Health and Social Care Act 2008 and associated regulations.

The regulated activities managed by Dr Flora Chigwedere are:

- Treatment of disease, disorder or injury
- Surgical procedures
- Diagnostic and screening procedures

10. Contacting the Registered Manager

Dr Flora Chigwedere can be contacted through Covent Garden Dental Spa using the practice contact details below:

Address	Covent Garden Dental Spa, 15 Grape Street, London, WC2H 8DR
Telephone	020 7836 9107
Email	info@coventgardendentalspa.co.uk
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11. Complaints, concerns and feedback

The practice welcomes feedback and aims to resolve concerns fairly, promptly and courteously. Patients may raise a concern or complaint directly with the practice. The practice complaints procedure is available on request. Where appropriate, patients are also informed of external organisations that can assist with unresolved complaints.

12. Review of this Statement of Purpose

This Statement of Purpose will be reviewed at least annually and sooner if there is a significant change to the service, registered activities, premises, Registered Manager, provider arrangements or regulatory requirements.