

Review of compliance

<p>Inspire Dental Care Inspire Dental Care - Kilburn</p>	
Region:	London
Location address:	287 Kilburn High Road Kilburn High Road London NW6 7JR
Type of service:	Dental service
Date of Publication:	August 2012
Overview of the service:	Inspire Dental Care is situated in Brent, North West London. The practice provides general dentistry for NHS and private patients and is registered for the following regulated activities: surgical procedures, treatment of disease, disorder or injury and diagnostic and screening procedures.

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Inspire Dental Care - Kilburn was meeting all the essential standards of quality and safety inspected.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 16 July 2012, observed how people were being cared for, talked to staff and talked to people who use services.

What people told us

During our visit we had an opportunity to speak with four patients who shared a positive view of the dentist. Discussions held demonstrated patients' choice and control over their treatment. Comments such as, "He will do what I ask" and "He gives us choices of everything that can be done" were common across our discussions. Patients felt well treated and respected and had no concerns about the dentist.

What we found about the standards we reviewed and how well Inspire Dental Care - Kilburn was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

The provider was meeting this standard.

People's privacy, dignity and independence were respected. Their views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

The provider was meeting this standard.

People experienced care, treatment and support that met their needs and protected their rights.

Outcome 07: People should be protected from abuse and staff should respect their human rights

The provider was meeting this standard

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

Outcome 08: People should be cared for in a clean environment and protected from the risk of infection

The provider was meeting this standard.

People were protected from the risk of infection because appropriate guidance had been followed.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

The provider was meeting this standard

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

Patients confirmed they had been treated with respect and dignity. They had been involved at every stage of decision making, starting from pre-assessment to the delivery of treatment. Where x-rays were taken as part of the pre-assessment, patients were shown these to inform their decisions on treatment options.

Other evidence

We observed a pre-assessment consultation in which treatment options and choices were discussed with the full involvement of the patient and with minimum interruption from staff who always knocked before they entered. This was maintained for all the other consultations that followed, which demonstrated their awareness of patients' privacy and dignity.

Patients had access to appropriate information and support regarding their care. Leaflets and information on various dental conditions and treatments were available in the reception area. Information on NHS and private fees were displayed on the notice board.

The dental practice had a policy on ensuring that people's equality, diversity and human rights were promoted and staff were aware of this. Some staff spoke other languages

and this meant that these staff were able to interpret for those who spoke the same language. This was particularly useful in the culturally diverse area that is served by the dental practice.

Our judgement

The provider was meeting this standard.

People's privacy, dignity and independence were respected. Their views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

Patients told us that they were well cared for and had received appropriate treatment for their dental conditions. A patient told us, "The dentist knows I get anxious; she is really nice with me". We observed that the dentist who was present during our inspection was gentle in his approach when carrying out treatment.

Other evidence

A sample of six individual care records, which included care plans and consent forms were all signed by individual patients. These showed patients were involved in the assessment, planning and delivery of care and treatment. The principal dentist and patients confirmed this.

The practice had emergency equipment available for use in the event of medical emergencies. We saw the resuscitation equipment, first aid box and emergency medicines kit and they were all checked and up to date.

Our judgement

The provider was meeting this standard.

People experienced care, treatment and support that met their needs and protected their rights.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

Comments made by patients indicated that they had been well treated. A patient told us, "In the unlikely event that I had a complaint I would not be afraid to raise it". We observed staff were pleasant and friendly to patients who came into the practice.

Other evidence

All the staff we spoke with were aware of the need to protect patients from abuse or the risk of abuse. We were provided with evidence that training in safeguarding had been provided and staff were able to give us examples of what constituted abuse and they were aware of action to take when responding to allegations or incidents of abuse. No safeguarding concerns or complaints had been reported to us since the practice was registered.

The practice had a safeguarding policy in place and a child protection flow chart was visibly on display.

Our judgement

The provider was meeting this standard

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

Outcome 08: Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

What we found

Our judgement

The provider is compliant with Outcome 08: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

Patients we spoke with informed us that the premises were clean and well maintained and this was seen during our visit. Staff wore protective clothing when needed.

Other evidence

Staff were aware of the importance of infection control. A dental nurse talked through the daily infection control routine and the process for decontamination and sterilisation of equipment used which was in line with best practice guidance.

The dental practice had an infection control policy and effective systems in place to reduce the risk and spread of infection. We observed this was followed. We saw documented evidence that staff had received training in infection control.

Sharps and syringes used were disposed of in the sharps box. Staff informed us that the box together with other clinical waste was collected twice a week. Records seen supported this.

The dental practice had achieved a score of 97% in an audit of infection control that was done on 10 July 2012 by the Infection Prevention Society (IPS). They had attained the same score in the previous audit.

Our judgement

The provider was meeting this standard.

People were protected from the risk of infection because appropriate guidance had been followed.

Outcome 14: Supporting workers

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us

We observed staff were friendly and pleasant to people who use the service. They were calm and able to answer queries raised by patients.

Other evidence

We saw evidence that staff were qualified to carry out their roles and demonstrated knowledge in specific areas of their work, which included infection control, record keeping and safeguarding. There was evidence of on-going training for staff, including external professional training such as dental nursing and oral hygiene.

Staff informed us that staff meetings took place and they had regular informal supervision. They felt confident they were well supported.

Our judgement

The provider was meeting this standard

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. We ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
Further copies from	03000 616161 / www.cqc.org.uk
Copyright	Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.

Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA