



Review of compliance

**Dr. Roham Barez
Ruislip Dental Care**

Region:	London
Location address:	33 Eastcote Road Ruislip Ruislip Middlesex HA4 8BE
Type of service:	Dental service
Date of Publication:	May 2012
Overview of the service:	Dr Roham Barez is registered to provide the following regulated activities at Ruislip Dental Care: Surgical Procedures, Treatment of Disease, Disorder or Injury and Diagnostic and Screening Procedures. Ruislip Dental Care provides a range of NHS and private dentistry services.

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

Our current overall judgement

Ruislip Dental Care was meeting all the essential standards of quality and safety.

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 29 March 2012, checked the provider's records, talked to staff and talked to people who use services.

What people told us

Patients told us they were happy with the quality of the service they received and that staff were helpful and treated them with respect. A patient told us "my dentist is excellent, he is very caring. If there is a problem they go out of their way for you".

Patients said clear explanations of the various treatment options and costs were explained to them by the staff. Patients told us they were seen quickly and the time allocated for each appointment was appropriate to meet their needs.

Patients told us they felt safe whilst having their treatment and that the practice environment was clean.

What we found about the standards we reviewed and how well Ruislip Dental Care 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

Patients were involved in the care and treatment they received and were treated with dignity and respect.

Overall, we found that Ruislip Dental Care was meeting this essential standard.

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

Patients who used the service received care, treatment and advice that met their individual needs.

Overall, we found that Ruislip Dental Care was meeting this essential standard.

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

Arrangements were in place to ensure that patients were safeguarded from the risk of abuse.

Overall, we found that Ruislip Dental Care was meeting this essential standard.

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

The provider had systems in place to ensure the practice was clean and patients were protected from the risk of infection.

Overall, we found that Ruislip Dental Care was meeting this essential 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.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

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 told us they were treated with dignity and respect. Patients said clear explanations of the various treatment options and costs were explained to them by the dentist. Patients told us it was easy to get an appointment and that the receptionist was helpful and professional.

Other evidence

Information was available outside the practice on opening hours, the dentist working at the practice. Information on NHS costs was displayed in the reception area. The provider told us that he was in the process of having information leaflets on various dental treatments being available. We observed that patients who arrived for appointments on the day of our visit were dealt with by staff in a polite and professional manner. Reception and dental staff welcomed patients by name and were helpful and courteous.

All treatments and consultations along with discussions regarding treatment were conducted in private in the treatment rooms.

The provider told us that patients were regularly asked for their feedback on the quality of the service provided. We viewed a sample of completed feedback questionnaires.

Those we viewed were positive about their experience of the practice. A suggestion box was also available in the reception area for patients to provide suggestions.

Our judgement

Patients were involved in the care and treatment they received and were treated with dignity and respect.

Overall, we found that Ruislip Dental Care was meeting this essential standard.

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
<p>What people who use the service experienced and told us</p> <p>All patients we spoke with stated that they were long standing patients and they were happy with the service provided. One patient told us that the practice had been recommended to them by a friend. A patient commented "my dentist is excellent, he is very caring. If there is a problem they go out of their way for you". Another patient said that all staff and dentists were "very polite".</p> <p>Other evidence</p> <p>The provider told us that all new patients were assessed and a full medical history obtained. Where required, x-rays were taken. Following this assessment the dentist would then discuss the treatment options available. If patients decided to proceed with the treatment following this discussion a treatment plan with costs would be produced and signed by the patient.</p> <p>We viewed a sample of patient records which detailed an oral assessment, medical history, dental history, x-rays and the treatment plan. Some patients who were returning to the practice had their medical records updated.</p> <p>Staff we spoke with confirmed they had received training in basic life support. We viewed training records which confirmed the training had taken place in the last twelve months.</p> <p>Records showed that dentists kept themselves up to date by completing their continuous professional development and attending training to keep abreast with developments in dentistry.</p>

An oxygen cylinder was available in the decontamination room along with the medical emergency kit and first aid kit. We viewed the medicines which were required for emergency use and found that several of them had passed their expiry date. The provider and dental nurses were not aware that these medicines had expired. The provider promptly arranged for the emergency medicines to be replaced within 48hours of the inspection. He also confirmed that a daily and weekly checklist had been introduced for all surgery rooms, emergency equipment and the decontamination room.

Our judgement

Patients who used the service received care, treatment and advice that met their individual needs.

Overall, we found that Ruislip Dental Care was meeting this essential standard.

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

Patients told us they felt safe when they were receiving their treatment and that they did not have any concerns.

Other evidence

All staff had received safeguarding training in respect of children and vulnerable adults and were clear to report any concerns. The training they had undertaken had also included some aspects of Mental Capacity training.

The provider told us that policies were in place for safeguarding children and adults, including the contact details for the local safeguarding adults/children teams. We saw that these were available in the staff room.

No safeguarding concerns or complaints had been reported to us since the practice was registered.

Our judgement

Arrangements were in place to ensure that patients were safeguarded from the risk of abuse.

Overall, we found that Ruislip Dental Care was meeting this essential standard.

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 told us the practice was clean and hygienic.

Other evidence

The practice had three surgery rooms. We viewed two surgery rooms during our visit. One surgery room had been recently refurbished and plans were in place to refurbish the other two surgery rooms by the end of the year. Both rooms were clean.

The practice had a separate decontamination room. The dental nurse demonstrated the procedures followed to sterilise equipment after use. Used instruments were carried from the treatment room to the decontamination room in boxes. They were first scrubbed by hand and visually checked using a lamp and magnifying glass.

Instruments were then transferred to an ultrasonic bath before being placed in an autoclave, which sterilised the equipment using high pressure steam. Once equipment had been sterilised it was bagged and labelled with the date of packaging and the expiry date. The provider told us that any instruments that are not used within 21 days were re-sterilised.

To ensure that sterilisation had been carried out appropriately and safely test strips and print outs are kept for each sterilisation.

Arrangements were in place for the disposal of sharps and clinical waste. A policy on cross infection and a protocol on hand washing was available. The provider told us that he was aware of the infection control guidance that had been issued by the Department of Health. The provider submitted their most recent audit which complied with best practice in infection control. We saw records which confirmed that a risk assessment for

legionella had been carried out. Protective equipment to include gloves, goggles, face masks and aprons were in place.

The provider told us that the dental nurses carried out a daily check of each surgery. He also described to us the cleaning that was carried out in each surgery by the dental nurses at the end of the day and in between patients. The practice employed a cleaner who carried out general cleaning three days a week.

We spoke with one member of staff who said they had undertaken infection control training. We viewed training records which confirmed the training had taken place in the last twelve months.

Our judgement

The provider had systems in place to ensure the practice was clean and patients were protected from the risk of infection.

Overall, we found that Ruislip Dental Care was meeting this essential 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.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, 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
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