Review of compliance

Dr. Philip Moo Wolseley Place Dental Practice	
Region:	South East
Location address:	Wolseley Place Ashford Kent TN24 8UL
Type of service:	Dental service
Date of Publication:	April 2012
Overview of the service:	Wolseley Place Dental Practice provides general dentistry such as treating tooth decay and gum disease, restorative dentistry such as crowns and bridges and aesthetic dentistry including veneers and teeth whitening. The surgery mainly treated privately funded patients. The practice was on the ground floor. Access to the front door was by a flight of steps. There was a treatment room, a waiting lounge and a

	toilet for patients' use. The practice is near to the centre of Ashford.

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

Our current overall judgement

Wolseley Place Dental Practice was meeting all the essential standards of quality and safety but, to maintain this, we have suggested that some improvements are made.

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 23 February 2012, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

Patients said that they were happy with the service provided. They thought that they had been given enough information about their treatment options and about the fees they would have to pay. They considered that their treatment had reliably met their dental needs. They were satisfied that the practice and the equipment used had been clean and they were confident that staff knew about the importance of good hygiene.

One patient said, 'The dentist is wonderful and he has been taking care of me for many years. He never tries to put any pressure on you and explains what needs to be done and what work he will have to do'.

What we found about the standards we reviewed and how well Wolseley Place Dental Practice 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 decisions about their treatment and their privacy and dignity was respected.

Overall, we found that Wolseley Place Dental Practice was meeting this essential standard

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

Patients experienced effective, safe and appropriate treatment that met their needs and protected their rights.

Overall, we found that Wolseley Place Dental Practice was meeting this essential standard.

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

Patients had their human rights respected but we were not able to verify all parts of the arrangements that had been made to protect them from the risk of abuse.

Overall, we found that Wolseley Place Dental Practice was meeting this essential standard, but to maintain this, we have suggested that some improvements are made.

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

Patients were protected from identifiable risks of acquiring a healthcare associated infection.

Overall, we found that Wolseley Place Dental Practice was meeting this essential standard.

Actions we have asked the service to take

We have asked the provider to send us a report within 14 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

Where we have concerns we have a range of enforcement powers we can use to protect the safety and welfare of people who use this service. When we propose to take enforcement action, our decision is open to challenge by a registered person through a variety of internal and external appeal processes. We will publish a further report on any action we have taken.

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 said that they were satisfied with the service provided by the practice. They considered their dignity and privacy had been respected. They thought that staff were courteous and they liked the way in which staff were willing to answer any questions they asked.

They said that they had been provided with information about the treatment options appropriate for them so that they had realistic expectations of the likely results. They also said that the costs of treatment had been explained to them together with the payment methods accepted by the provider. This included the option to pay for some of their treatment through membership of various dental insurance schemes.

They said, 'The practice is really friendly and the staff are all very kind. It's got a family feeling to it. I can always ask questions and I like the way the dentist always takes the time to explain my treatment. The appointments system seems to work very well in that you never have to wait when you come in' and 'The dentist is kindness itself and I'm very pleased with the care I get. He is very patient and always explains what treatment he is doing and makes sure that you're comfortable. I get check up reminders regularly and when you come in there's never long to wait because things are very organised'.

Other evidence
There was a range of patient information leaflets that gave information relating to the prevention and treatment of dental conditions.

There was a reminder service that involved patients being telephoned when their next check up was due. This was done on a risk assessed basis so that patients whose conditions needed closer supervision were recalled more frequently. Special arrangements had been made to support some patients who needed extra assistance to travel to the centre. This involved contacting family members (with the patients' permission) when an appointment was due.

There was an appointments system that avoided the need for patients to wait for too long in the reception area. There was also provision for emergency appointments to be made so that patients could see the dentist as soon as possible.

Records that contained confidential personal information were held in a secure way so that only authorised people could access them.
All dental treatment was completed in the privacy of the treatment rooms. Staff were careful to only discuss patients' treatment in private so they could not be inadvertently overheard.

Patients had been invited to give informal feedback about their experience of using the practice. There was no organised system for patients to contribute suggestions for the future development of the practice.

Our judgement
Patients were involved in decisions about their treatment and their privacy and dignity was respected.

Overall, we found that Wolseley Place Dental Practice 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

What people who use the service experienced and told us
Patients said that they were satisfied with treatment they had received. They said that they had been asked about their medical history and that the dentist had explained things to them as their treatment had proceeded. They considered their pain relief to have been effective and said that their treatments had provided the expected results.

They said, 'I've never really had any pain because I've been given the injections that I need and so haven't felt anything. The dentist is always very caring and I've no complaints' and 'I've had some fillings and all my dental care has been done to a very good standard indeed. I like the way you can talk to the dentist and he always takes time to listen and to give advice about how to care for your teeth so you don't get problems'.

Other evidence
Each patient had received an initial assessment that considered their general medical conditions, the medication they were using and known allergic reactions. This information had been used by the dentist when prescribing dental treatments so that they could be provided in a safe way.

Each patient had a treatment plan that listed what dental activities had been done and what drugs had been used. The plans were adequately detailed and formed part of an ongoing record of the patient's dental care.

Important items of medical equipment such as the radiography devices had been

inspected, serviced and tested to make sure that they were operating in the correct way.

The practice did not provide general anaesthesia but there was a system to refer patients who needed this service to a specialist dentist. There were emergency treatment arrangements including cardiac pulmonary resuscitation, emergency medication and access to medical oxygen. Staff had received training in responding to emergencies as verified by their professional body.

Patients had been supported to promote good oral health. This included being given advice about the correct way to clean their teeth and gums. It also included advice about healthy eating so as to avoid foods that are associated with tooth decay.

Our judgement
Patients experienced effective, safe and appropriate treatment that met their needs and protected their rights.

Overall, we found that Wolseley Place Dental Practice 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

There are minor concerns with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
Patients said that their dental care had been provided within a reassuring setting that safeguarded their general wellbeing.

They said, 'I've never thought about having to complain because I'm very happy with the treatment I get and the small size of the practice which makes it so friendly. If there was something I wasn't happy about I'm sure the dentist would listen and sort things out if possible' and 'The staff are so kind and helpful I don't know what I would need to complain about. I could speak with the dentist and he'd be helpful and so I'm quite happy with how things are in the practice'.

Other evidence
There was a written complaints procedure that explained how people could raise concerns and complaints. There was a system to investigate and promptly resolve complaints. The provider was not dealing with any complaints at the time of our visit.

There was no written policy and procedure that described the action staff should take in order to keep patients (including children) safe from abuse. Staff had not received relevant training but they were able to recognise abuse if it occurred and they knew how to 'whistle-blow' if they had concerns.

There were informal arrangements to support people who needed special help to give consent to receiving dental treatment. In the case of children this included liaising with parents before treatments were given. With reference to adult patients who had

reduced mental capacity, staff knew about the need to consult with social care professionals so that the person's wellbeing was safeguarded.

The provider had completed an informal risk assessment which concluded that police checks did not need to be completed for staff. We were told that verbal references had been obtained for staff. The risk assessment and the references had not been recorded and so we could not confirm that they were sufficient.

Our judgement
Patients had their human rights respected but we were not able to verify all parts of the arrangements that had been made to protect them from the risk of abuse.

Overall, we found that Wolseley Place Dental Practice was meeting this essential standard, but to maintain this, we have suggested that some improvements are made.

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 said that the practice accommodation was neat and clean. They were confident dental equipment was clean and hygienic so as to reduce the risk of infection.

They said, 'Things look like they're very clean. The instruments always look clean and the staff always wear neat, clean uniforms which gives me confidence in them' and 'It's quite an old building but it's always very clean in the treatment room. The dentist always wears a mask and things smell clinical like in hospitals. I don't know about technical stuff but I can see when somewhere's clean and hygienic and the practice certainly is so I've no concerns'.

Other evidence
There was a policy and procedure that said how good infection control practices were to be implemented in the practice. Audits had been regularly completed to show that good standards of hygiene were being achieved. These considered things such as hand hygiene, instrument decontamination and sterilisation, general infection control and the use of personal protective equipment.

There was a system to ensure that reusable items of equipment were only used for one patient before being reprocessed by being decontaminated and sterilised. There was special equipment to undertake this reprocessing and the records showed that this operation had been completed correctly. Sterilised equipment and used items had been kept separate and clean items were stored in hygienic conditions to reduce the risk of recontamination.

Staff followed good hygiene practices. These included wearing clean uniforms, washing

their hands thoroughly and using personal protective equipment such as disposable gloves, aprons and face masks.

There were procedures to help ensure that water used in the practice complied with purity standards. This included using specially treated water for clinical processes that could generate water vapour which could be inhaled. Also, a check had been completed to ensure that no special measures needed to be taken to guard against legionnaire's disease.

Our judgement
Patients were protected from identifiable risks of acquiring a healthcare associated infection.

Overall, we found that Wolseley Place Dental Practice was meeting this essential standard.

Action
we have asked the provider to take

Improvement actions

The table below shows where improvements should be made so that the service provider **maintains** compliance with the essential standards of quality and safety.

Regulated activity	Regulation	Outcome
Diagnostic and screening procedures	Regulation 11 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 07: Safeguarding people who use services from abuse
	Why we have concerns: Patients had their human rights respected but we were not able to verify all parts of the arrangements that had been made to protect them from the risk of abuse.	

The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent to us within 14 days of the date that the final review of compliance report is sent to them.

CQC should be informed in writing when these improvement actions are complete.

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
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