

Review of compliance

Mr. David Afshar
Penny Meadow Dental Practice

Region:	North West
Location address:	53 Penny Meadow Ashton-under-Lyne Lancashire OL6 6HE
Type of service:	Dental service
Date of Publication:	March 2012
Overview of the service:	Penny Meadow Dental Practice provides dentistry, oral health and restorative work to adults and children. The clinic has a number of treatment rooms situated over 2 floors.

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

Our current overall judgement

Penny Meadow Dental Practice 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 and carried out a visit on 21 February 2012.

What people told us

People that used the clinic told us they were happy with the service provided. They felt they were given enough information about their treatment options and fees and were able to ask questions.

They said the clinic was clean, accessible and that staff were friendly and treated them with respect.

What we found about the standards we reviewed and how well Penny Meadow 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

The provider ensures that people using the service understand the care treatment and support available to them and can express their own views about the treatment they are receiving. The views and experiences of people who use the service are taken into account in the way the service is being provided.

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

People who use this service experience an effective safe and appropriate service that supports their needs and protects their rights.

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

human rights

People who use the service are protected from abuse or the risk of abuse and their human rights are protected.

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

People who use this service are protected from the risks of infection and by the systems in place to ensure the clinic is clean.

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

The people we spoke with were all very positive about the care and treatment they had received at this clinic and told us the service was very good and had used it before.

Other evidence

We saw there was excellent information, including in other languages were appropriate in the reception area and in all clinic rooms. This included information about the practice, treatment choices, costs and oral health and hygiene instructions. People who we spoke with confirmed they were given good information about treatment options and costs before having to make any decision about their treatment.

We saw that consultations with patients concerning their dental care including when to recall them for further appointments was all recorded. The results of any tests undertaken and discussions with patients concerning those tests were also recorded. Staff undertake audits of clinical notes and we were shown the outcome of these audits and any action undertaken as a result.

People told us that all consultations and treatments are undertaken in private and they felt their dignity was respected and their privacy always maintained.

Staff told us that all information disclosed by a patient is confidential including the history taking, consultation and treatment plan. We saw that all information given by patients was held securely and that all staff were aware of confidentiality.

We saw that there were systems in place to seek feedback from people using the service. We saw the outcome of questionnaires that had been completed by people who had attended the surgery. Staff told us they welcomed feedback and at staff meetings review any patient feedback that is taken into account in the way the service is provided and delivered.

We saw that the practice was a member of the British Dental Association Good Practice Scheme and displayed information in the reception.

Our judgement

The provider ensures that people using the service understand the care treatment and support available to them and can express their own views about the treatment they are receiving. The views and experiences of people who use the service are taken into account in the way the service is being provided.

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

The people we spoke with were all very positive about the treatment they received and spoke highly of the staff. They told us that they felt they had enough time and information to make a decision about their treatment and that the dentist talked through all the different options and costs.

Other evidence

People attending the clinic were asked about their medical history and we saw individualised clinical notes detailing examination, treatment planning and costs. Oral health education is given to patients who confirmed this and we saw it recorded in their clinical notes.

All staff were aware of confidentiality and data protection and we saw that records were kept securely.

Staff told us they had received training in dealing with medical emergencies and we saw evidence of staff certificates. The clinic has emergency equipment available including oxygen and emergency drugs and we saw it was being regularly checked and a record was made of that check.

We saw that only trained staff are involved with taking and processing x rays and that all equipment is checked and a record made of that check.

We saw the practice had policies and procedures which staff were able to show and

discuss with us including a practice business continuity plan.

Staff told us that they have regular meetings to discuss issues related to the practice including patient feedback, policies, procedures and patient safety alerts. We saw minutes of meetings to confirm this.

We saw that there was information about how to make a complaint if people were not satisfied with their treatments.

Our judgement

People who use this service experience an effective safe and appropriate service that supports their needs and protects 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

On this occasion we did not speak to people who use the service about this outcome

Other evidence

We spoke with staff about the local area adult and child safeguarding policy and procedure in place at the clinic. They supplied us with a copy of the guidance that included contact numbers and the local safeguarding team.

The staff we spoke with were aware of the local safeguarding procedures and were able to tell us the correct procedure to follow if they suspected or abuse had been disclosed to them.

We were told staff receive training about adult and child safeguarding and saw information to confirm this.

Our judgement

People who use the service are protected from abuse or the risk of abuse and their human rights are protected.

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

People who used the service told us that the surgeries were clean when they visited. We noted that the clinics appeared clean and well maintained.

Other evidence

The surgeries were clean free from clutter with surfaces that could be cleaned and disinfected between patients. We saw there were supplies of soap, hand towels, masks and gloves for staff to use.

Staff told us they had received infection control training and those we spoke to were aware of the procedures to follow to prevent infections and showed us how they monitored the procedures and the infection control policy.

All instruments we saw were decontaminated away from the surgeries in a separate room containing autoclave, instrument washer and sinks. There was a clear process in the room to ensure that clean and dirty instruments did not contaminate each other. Staff showed us records of all equipment being serviced and maintained.

Staff told us that they use single use disposable items where possible on patients and we saw supplies of these. All waste in the practice is collected and disposed of by a registered waste carrier and we saw information to confirm this.

We noted that staff wore uniforms when attending to people and we saw appropriate personal protective equipment available and in use.

Infection control audits have been undertaken at the clinic. We were shown evidence of

these audits and any action taken as a result.

Our judgement

People who use this service are protected from the risks of infection and by the systems in place to ensure the clinic is clean.

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

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