Review of compliance

Mr. Nigel Sturgeon Sea Road Dental Practice	
Region:	South East
Location address:	104 Sea Road East Preston Littlehampton West Sussex BN16 1NP
Type of service:	Dental service
Date of Publication:	April 2012
Overview of the service:	Sea Road Dental Practice provides a dental service to the general population in and around East Preston and Angmering. People can receive treatment on the NHS, pay privately or use a private monthly payment insurance scheme. The service caters for all ages and abilities. There are three dentists at the practice. The registered provider is Mr Nigel Sturgeon.

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

Our current overall judgement

Sea Road 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, carried out a visit on 15 March 2012, talked to staff and talked to people who use services.

What people told us

We spoke to people using the service, to staff and the provider.

People using this practice told us that they were happy with the service provided. They felt they were given enough information about their treatment options and the relevant fees. They told us they were able to ask all the questions they wanted to.

They found the staff to be friendly and told us that they were treated with respect and their privacy was maintained.

One person told us that the practice was very good with their relative who used a wheelchair in that he is never made to feel rushed to get in or out of the chair. Another told us "They are brilliant with kids"

Staff told us the service was a happy and supportive place to work and that they worked hard to provide the service people want. The provider told us he had policies procedures and training in place to ensure an optimum service.

What we found about the standards we reviewed and how well Sea Road 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

People had their privacy and dignity protected. They understood what treatment options and choices to make.

On the basis of the evidence provided and the views of people using the service we found Sea Road Dental Practice to be compliant with this outcome.

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

People were consulted on their dental care needs and treatment was offered as they wished.

On the basis of the evidence provided and the views of people using the service we found Sea Road Dental Practice Surgery to be compliant with this outcome.

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

Policies, procedures and training was in place to ensure people were safe in the practice.

On the basis of the evidence provided and the views of people using the service we found Sea Road Dental Practice Surgery to be compliant with this outcome.

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

People were protected by the services procedure and practices in relation to infection control.

On the basis of the evidence provided and the views of people using the service we found Sea Road Dental Practice Surgery to be compliant with this outcome.

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
People told us that the treatment required together with the options available were discussed at the initial consultation. They also said the dentist ensured they understood the information they had been given.

People told us that consultations take place in private and that they were informed of the fees that would be incurred.

People we spoke also confirmed they found that information provided by the receptionist was informative and helpful. They also told us they found the dentists, nurses and reception staff welcoming and friendly.

Other evidence
We observed staff interacting with people. The receptionist was friendly and professional and ensured people did not feel rushed or pressured when booking in or when booking further appointments. Dental nurses and dentists provided people with a warm and friendly greeting as they went into the surgery.

There were notices in the reception area and waiting room providing information on NHS charges, the complaints procedure, fire drill instructions and the practices' quality

assurance systems.

There was further information on dental care, protecting vulnerable adults, telephone numbers for adult and child protection referrals and the availability of a interpreter service.

A mother and child waiting confirmed that children are involved in decision making regarding their dental care.

The receptionist informed us that they have provided patients with information about emergency and out of hours services that are available.

People's opinions are sought by the use of patient questionnaires

Our judgement
People had their privacy and dignity protected. They understood what treatment options and choices to make.

On the basis of the evidence provided and the views of people using the service we found Sea Road Dental Practice to be compliant with this outcome.

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
People we spoke to confirmed they had been asked to provide information about their medical history and other health related matters.

One person told us he was very nervous of dental appointments and his dentist was very accommodating and had suggested he brought in music for his appointments

Other evidence
We observed people booking in being asked regarding any changes to their medical history. We saw the forms used to record people's general medical history.

We were shown people's records which were electronic but there were also some paper records. Allergies and medical conditions were flagged up on the computer system at every visit.

Consultations occurred in private in the surgeries during which the dentist recorded a full dental history. The treatment plan was recorded on the computer and people were given a treatment plan with estimated costs.

Resuscitation guidelines and guidelines for dealing with medical emergencies and handling mercury were all in place.

The provider told us staff were trained in basic life support and medical emergencies. We saw the emergency drug supply and oxygen which were all in date. We saw these

were checked monthly.

People are encouraged to adopt healthy lifestyles, for example, being referred to smoking cessation services.

All accidents and incidents were recorded. The provider confirmed that the practice followed local rules for radiation protection and the Ionising Radiation (Medical Exposure) Regulations. He also told us that he had attended a course on this.

We saw that the practice held a copy of the DOH Guidance notes on the Safe use of X-rays.

Our judgement
People were consulted on their dental care needs and treatment was offered as they wished.

On the basis of the evidence provided and the views of people using the service we found Sea Road Dental Practice Surgery to be compliant with this outcome.

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
People we spoke to did not express any concerns about their treatment.

Other evidence
Staff spoken to described the safeguarding adults' referral procedure. The numbers to use to make a referral were on display in a number of areas including the staff room.

The provider told us that safeguarding and protection issues were discussed at staff meetings to cascade information from training he had undertaken. This ensured staff had a clear understanding. He was confident that any untoward behaviour observed in the service would be reported.

We saw leaflets available in the waiting room on "what to do if you suspect a vulnerable adult is being abused".

There was a child protection policy in place and the practice held a copy of Child Protection and the Dental team.

Our judgement
Policies, procedures and training was in place to ensure people were safe in the practice.

On the basis of the evidence provided and the views of people using the service we found Sea Road Dental Practice Surgery to be compliant with this outcome.

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 we spoke to did not express any concerns regarding hygiene in the practice.

Other evidence
We noted that all parts of the surgery were very neat, clean and well maintained.

There was an infection control policy in place and the provider was the infection control lead. He had prepared an Infection Control Society Audit which had been submitted to the Primary Care Trust

A dental nurse guided us through the decontamination procedures. We were shown how the room was cleaned between patients.

There were two sinks in the surgery clearly marked clean and dirty. The practice was in the process of building a decontamination room which would be fully equipped to with a washer/disinfector and autoclave, which is a device used to sterilise instruments. We were informed this was at the request of the Primary Care Trust (PCT) as they do not want manual washing any longer.

There was an autoclave in the surgery. There was a daily log monitoring time, heat and pressure. There was a servicing contract with the company from which it was rented.

Instruments were bagged and stamped with expiry date.

Both dental nurses had completed the dental nurse's course and had been trained in infection control.

Disposable clothes protectors were used for each patient.

Our judgement
People were protected by the services procedure and practices in relation to infection control.

On the basis of the evidence provided and the views of people using the service we found Sea Road Dental Practice Surgery to be compliant with this outcome.

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
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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