



What can you expect from your dental practice?



Easy read version of:
'What standards should you expect from your dental practice?'
March 2016



This booklet tells you what you can expect from your dental practice.



It can help you when you are looking for a new dentist. And tells you what your dental practice needs to do.



We check health care and **social care** services that give care to people in:



- care homes



- hospitals

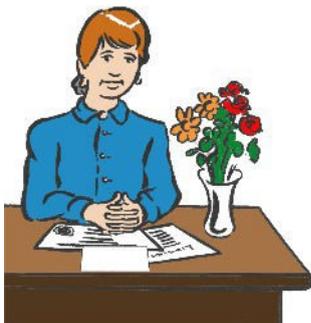


- dental practices.



Our job is to check if every care service is:

- safe



- **effective** (meaning it does a good job)

- **caring**

- **responsive** (meaning it meets your needs)

- **well-led** (meaning it is managed well).

This booklet tells you what your dental practice should be doing to be safe, effective, caring, responsive and well-led.

You can expect your dental practice to be **safe** because:



- staff write down what treatment you have. They make sure the information is right and up to date



- staff notice if your teeth get worse and do something about it



- staff give you medicine safely and keep it properly



- there are always enough staff on duty. The staff know how to keep you safe



- the dental clinic is kept clean and germ-free so you do not catch an illness easily



- if staff are worried something is not safe they tell the right person. They write down anything that goes wrong. If you complain they deal with it straight away



- when things go wrong staff deal with it quickly. They check what happened and learn how to do things better.

You can expect your dental practice to be **effective** because:



- staff always talk to you about why you need to see the dentist. They know about your health



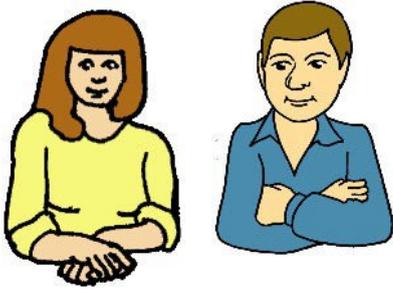
- staff talk with you about what they can do if you have a problem with your teeth. They tell you how much different choices will cost



- staff do not treat you badly because of:
 - your age



— your disability



— whether you are a man or a woman



— your race



— your religion or belief



— if you are **lesbian, gay, bisexual** or **heterosexual**



- your dentist sends you to a specialist when you need it. They send all the health information the specialist needs.



You can expect your dental practice to be **caring** because:

- staff always treat you properly and with respect



- staff always listen to you and include you in choices about your care



- staff give you enough time to think about choices and to ask questions to help you decide



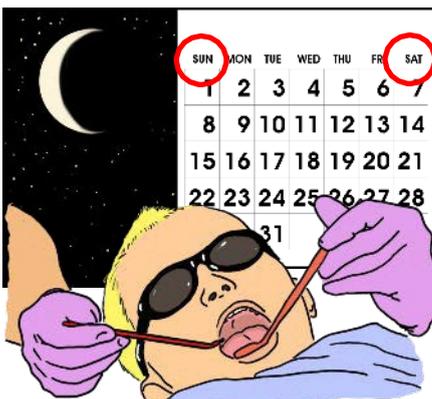
- staff keep things private

- staff are good if you have pain, are worried or are upset.

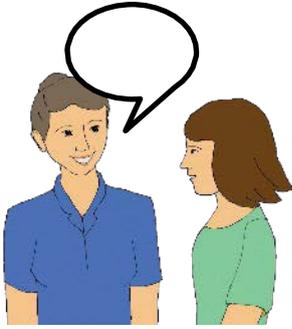
You can expect your dental practice to be **responsive** because:



- you can see them at a time that suits you, and it is easy to make an appointment



- you can see a dentist if you need urgent treatment, including during non-working hours



- staff ask you what you think about how they treat you. They think about what you need when they plan what to do



- staff think about things like your age or disability when they see you. They make things as easy as they can for you



- staff try to make sure you do not have to wait a long time



- it is easy to complain. Staff take your complaint seriously and tell you what they will do to make things better.



You can expect your dental practice to be **well-led** because:

- the person in charge checks how good and safe everything is. If there is a problem they sort it out



- staff get good support. They get help to learn and do their job better



- the dental practice is honest about how well they treat you



- information about your care is right and up to date. They keep it safely to make sure it is private



- staff listen to what you think. They use what you say to make the service better.

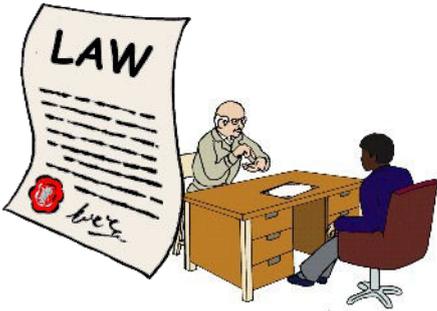
What to do if there is something that worries you about your dental practice



Tell the manager at your dental practice about your worries.



If they cannot sort it out straight away you can make a complaint.



The law says every dental practice must have a good way to deal with complaints.



For NHS dental practices



If you are not happy with how your dental practice deals with your complaint, you can tell your local area NHS team.



The website is:
**[www.nhs.uk/Service-Search/
Area%20Team/LocationSearch/1839](http://www.nhs.uk/Service-Search/Area%20Team/LocationSearch/1839)**



If you are still not happy with how your dental practice deals with your complaint, you can contact the Local Government Ombudsman:



Phone
0345 015 4033



or go to
www.ombudsman.org.uk



For private dental services you have paid for



If you are not happy with how your dental practice deals with your complaint:



Phone
08456 120540



or go to
www.dentalcomplaints.org.uk

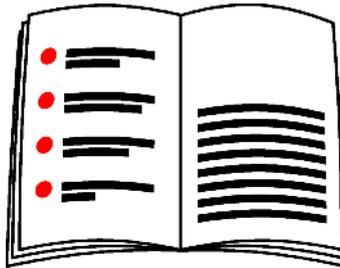


Tell us

We want to hear about what happens to people. This helps us know what to check and where.



We also want to know about good care at a dental practice.



See page 18 for the best way to tell us what has happened to you.



Please understand that although we want to hear about what happens to people, we are not able to sort out people's personal complaints.

How we do our checks



We talk to people who use the dental practice we are checking and to staff. We also look at the ways they do things at the dental practice.



We have experts who help us with our checks. Some of these are called Experts by Experience. They are people who use or have used the sorts of services they are checking.



All dental practices must follow certain rules. When a dental practice does not follow them, they must tell us what they will do to be better.



We can also:

- fine them money
- close the dental practice when it is very bad.



How to find out what we are doing



We have a website where you can:

- see what we say about your dental practice
- read our last report on your dental practice
- read anything we have asked them to so to make their service better
- tell us how they treat you.



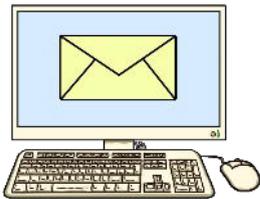
You can also:

- Ask us to send you reports when we check services
- Get our newsletter every month
- Join our internet group to help us do our job better.

Contact us



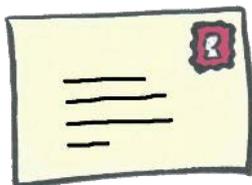
By phone
030 00 616 161



By email
enquiries@cqc.org.uk



On our website
www.cqc.org.uk



By post
**Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA**



On Twitter
@CareQualityComm



On Facebook
www.facebook.com/CareQualityCommission

bisexual – a person who fancies and loves both men and women.

effective – does a good job.

gay man – a man who fancies and loves other men.

heterosexual – a woman who fancies and loves men, a man who fancies and loves women.

requires improvement – needs to get better.

inadequate – poor / bad

lesbian – a woman who fancies and loves other women.

outstanding – really good.

responsive – meets your needs.

social care – when people have support to live at home, in a care home, in day centres and other places.

vulnerable – people who might be more at risk from abuse. Such as people who have a learning disability or are older.

well-led – managed well by good leaders and managers.



Artwork includes material from the Inspired EasyRead Collection and cannot be used anywhere else without written permission from Inspired Services.

www.inspired.pics