

Review of compliance

<p>Total Orthodontics Limited Total Orthodontics Haywards Heath</p>	
Region:	South East
Location address:	5 Heath Square Boltro Road Haywards Heath West Sussex RH16 1BL
Type of service:	Dental service
Date of Publication:	April 2012
Overview of the service:	In accordance with it's Statement of Purpose and brochure, Total Orthodontics Haywards Heath: 'take great pride in using the most advanced techniques, with state-of-the-art equipment and aim to offer outstanding service , in a comfortable and caring environment'.

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

Our current overall judgement

Total Orthodontics Haywards Heath 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.

What people told us

People we spoke with who attended the practice told us that they were very satisfied with the service provided. They said that they found everyone working at the practice to be friendly and helpful and they were treated with care and understanding.

This was reinforced by positive comments received and also evident from direct observation of effective interaction and of individuals being supported in a professional, sensitive and respectful manner:

'They couldn't have been more helpful and understanding'.

People told us that they were given sufficient information about their treatment options and the relevant fees and were able to ask any questions or raise any issues or concerns that they might have:

'Everything has been explained to me. She (the Treatment Coordinator) took her time and went through exactly what the Orthodontist would be doing. She was very thorough and seemed to answer my questions before I'd asked them'.

What we found about the standards we reviewed and how well Total Orthodontics Haywards Heath 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

We found that systems for consultation, interaction and communication were effective and people were treated with respect and dignity. People were provided with sufficient

information and, as far as practicable, they were involved in making informed decisions about their treatment.

Overall, we found that Total Orthodontics Haywards Heath was meeting this essential standard.

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

We found that the planning and delivery of treatment was meeting the identified care and welfare needs of people in a relaxed, sensitive and professional manner.

We found that staff received training appropriate to their roles and responsibilities, reflecting the assessed treatment and support needs of people using the service.

Overall, we found that Total Orthodontics Haywards Heath was meeting this essential standard.

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

We found that policies and procedures to address any issues of the safety of young or vulnerable people in the care of the practice were in place.

Staff had received training to support them in responding appropriately to actual or suspected abuse.

People were protected, through robust policies and procedures and effective staff training relating to protecting children and safeguarding adults at risk.

Overall, we found that Total Orthodontics Haywards Heath was meeting this essential standard.

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

We found that the service had policies and procedures in place to prevent, detect and control the spread of health care associated infection.

Staff had received relevant infection control training, and appropriate checks relating to equipment and the environment were in place.

Overall, we found that Total Orthodontics Haywards Heath 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

People who used the practice told us that staff had spent time discussing all their treatment options. They said that as a result of this consultation they felt that they had realistic expectations of the procedures they were having.

We saw that the most recent quality assurance survey indicated that people were very happy with their treatment plan and were satisfied that any options had been discussed with them.

They also confirmed that their questions had been answered and any concerns addressed, in a sensitive and professional manner.

We spoke with people who attended the practice and used the service. They told us they had been fully involved in discussions with the clinician regarding necessary treatment and any costs involved. They felt that they were encouraged to ask questions and staff had the time to spend with them:

'Everything was discussed and explained to us and so we knew exactly what treatment was needed'.

'They are so caring here. Before she had anything done, they spent time reassuring my daughter – and putting my mind at ease'.

Other evidence

The Assistant Operations Manager informed us that, as a group, Total Orthodontics was working towards standardising policies, procedures, systems and documentation within the various practices.

We saw examples of a range of information leaflets, including a comprehensive brochure, which were made available to people using the service and prospective patients.

During our inspection we met with one of the Treatment Co-ordinators (TC) employed at the practice, who described the training that she had received. We were told that the majority of new referrals to the practice are routinely seen by the TC, who will spend time with them explaining any treatment options which may be available to them. As well as information relating to their treatment, the TC will also provide reassurance and answer any questions or concerns that the person may have.

This was evident from positive comments received from people we spoke with during our visit. We were told how much they appreciated the time spent reassuring them and explaining what was going to happen. They said that they also welcomed the opportunity to ask questions in such a calm and relaxed environment.

The Senior Clinician emphasised the importance of consulting patients and explaining available treatment options, enabling them to make an informed choice.

We were shown examples of consent forms, which included the benefits and any risks associated with the treatment.

It was noted on the consent form that the Clinician also routinely signs a declaration confirming that they have also: 'discussed what the procedure is likely to involve, the benefits and risks of any available alternative treatments (including no treatment) and any particular concerns of those involved'.

We saw that the consent form also included the signature of the patient (or the parent/guardian if the patient was under 16 years of age).

Our judgement

We found that systems for consultation, interaction and communication were effective and people were treated with respect and dignity. People were provided with sufficient information and, as far as practicable, they were involved in making informed decisions about their treatment.

Overall, we found that Total Orthodontics Haywards Heath 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

We spoke with people attending the practice who told us that they were very satisfied with the care, treatment and support provided:

'I've been delighted with my treatment here - at every stage'.

'I couldn't be happier with the work that I've had done. Everyone here's been brilliant'.

During our visit, people were observed being spoken with and supported in a sensitive, respectful and professional manner.

Other evidence

During our inspection, we spoke with people who used the service. People told us that they were fully involved in the discussions about the treatment and care that was to be provided. They said that they felt they had enough time and sufficient information provided to make a decision about their treatment.

This was supported by comprehensive treatment plans that we were shown, which as well as containing brief personal details, including dental history, clearly indicated that people had been consulted about their individual treatment.

People told us that their privacy and dignity was considered when treatment was provided and the staff treated them with respect. All the people we spoke with were positive about the treatment and support they had received.

They also told us that the practice was comfortable and accommodating and that appointments were flexible to meet their individual preferences:

'They asked me if I wanted my treatment during or after school hours - so I said "During"!'

Our judgement

We found that the planning and delivery of treatment was meeting the identified care and welfare needs of people in a relaxed, sensitive and professional manner.

We found that staff received training appropriate to their roles and responsibilities, reflecting the assessed treatment and support needs of people using the service.

Overall, we found that Total Orthodontics Haywards Heath 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

During our inspection, we spoke with people who used the service who told us that they felt safe and were supported and well cared for by the dentist and practice staff.

They told us that they were aware that there was a complaints procedure and would feel happy raising any concerns if necessary. They also said that they would be confident that their concerns would be listened to and acted upon.

'We've been coming here for a long time now and are very happy. We certainly have no concerns or complaints'.

Other evidence

Policies and procedures were sampled, and included complaints and safeguarding.

The clinicians who we spoke with told us they had undertaken child protection and safeguarding vulnerable adults' training. The practice manager told us that she had also attended safeguarding training and that the relevant policies and procedures were discussed during monthly practice meetings.

We noted that relevant information relating to safeguarding was readily available to staff. We were advised that staff would be receiving training in the Mental Capacity Act.

Records seen confirmed that staff working at the practice had undertaken an enhanced Criminal Records Bureau check (CRB).

Our judgement

We found that policies and procedures to address any issues of the safety of young or vulnerable people in the care of the practice were in place.

Staff had received training to support them in responding appropriately to actual or suspected abuse.

People were protected, through robust policies and procedures and effective staff training relating to protecting children and safeguarding adults at risk.

Overall, we found that Total Orthodontics Haywards Heath 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

We received no specific comments in respect of this outcome area.

Other evidence

We were told that infection control procedures were standard throughout Total Orthodontics. We were advised that the practice manager was the designated infection control lead and had accessed training and ongoing support to undertake this role.

We were shown documentary evidence of audits having been undertaken in relation to infection control. We were told that as a result of this audit, policies and procedures were being amended to ensure they were in line with best practice. We were advised that regular infection control audits were completed and records of these were maintained.

We viewed cleaning schedules for the practice and noted that these had been ticked as completed for the day of our visit. The practice manager told us that the practice is cleaned by a professional cleaning company.

We viewed a sample of records that recorded that staff had signed to say when they have read guidance provided on infection control procedures. Staff spoken with confirmed that they had received infection control training within the regular practice meetings and appropriate training sessions.

We were shown policies and records confirming the routine sterilisation and decontamination of instruments. The clinical areas in the practice had hand washing facilities and further facilities for washing used instruments. We were advised that a

clear process was in place, in each of the surgeries, to eliminate the risk of cross contamination.

Our judgement

We found that the service had policies and procedures in place to prevent, detect and control the spread of health care associated infection.

Staff had received relevant infection control training, and appropriate checks relating to equipment and the environment were in place.

Overall, we found that Total Orthodontics Haywards Heath 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
Audience	The general public
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