

# Review of compliance

Oasis Dental Care Limited  
Oasis Dental Care - Blackpool

<b>Region:</b>	North West
<b>Location address:</b>	374 Lytham Road Blackpool Lancashire FY4 1DW
<b>Type of service:</b>	Dental service
<b>Date of Publication:</b>	July 2012
<b>Overview of the service:</b>	Oasis Dental Care is situated on Lytham Road in the south shore area of Blackpool. The practice caters for all dental care needs, providing NHS and private care and everything from regular check-ups to specialist and cosmetic treatments. The Lytham Road Dental Practice is part of Oasis, which has practices across England, Wales and Northern Ireland.

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

## Our current overall judgement

**Oasis Dental Care - Blackpool was meeting all the essential standards of quality and safety inspected.**

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 11 June 2012, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

### What people told us

People we spoke with during our visit commented they were very happy with the service and they saw their dentist regularly. They told us the care they received was excellent. They confirmed that the dentist always explained what they were doing, what they had found during examination and what the treatment options were. They told us they found staff approachable and that they felt able to ask the dentist questions or make comments about their treatment.

People told us they were very happy with the care and treatment they received. They told us the practice was flexible and would always fit them in if they needed to see a dentist urgently. They said they were confident the treatment they received would always be appropriate.

"I am always asked to complete a questionnaire about my health every time I visit. They explained to me this was to ensure the information they have about me is up to date and relevant".

"If I need treatment he always explains to me what is required and the various options available for alternative treatment. I am always happy with the service they provide".

"The last time I visited I completed a questionnaire about the service they provide. I was very happy with everything and had no complaints or negative comments to make".

"I have been with this practice for a number of years. I have always been happy with the service I received. I get very good oral checks and any treatment required is explained in detail with potential costs".

"I have just moved to this practice recently. I always get in on time and find the staff polite and friendly when I arrive. The dentist always explains any treatment required and the options available to me. Very satisfied".

"On a scale of one to ten I would give my dentist ten. I always feel safe during treatment".

## **What we found about the standards we reviewed and how well Oasis Dental Care - Blackpool 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 using this service were able to express their views and were involved in decision making about their treatment.

The provider is compliant with this standard.

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

People were receiving safe and appropriate treatment which was meeting their individual needs and reflected good practice guidance.

The provider is compliant with this standard.

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

The service had safeguarding procedures in place to protect people from abusive practices.

The provider is compliant with this standard.

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

People were protected against the risk of exposure to health care associated infections.

The provider is compliant with this 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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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 we spoke with during our visit commented they were very happy with the service and they saw their dentist regularly. They told us the care they received was excellent. They confirmed that the dentist always explained what they were doing, what they had found during examination and what the treatment options were. They told us they found staff approachable and that they felt able to ask the dentist questions or make comments about their treatment.

"I am always asked to complete a questionnaire about my health every time I visit. They explained to me this was to ensure the information they have about me is up to date and relevant".

"If I need treatment he always explains to me what is required and the various options available for alternative treatment. I am always happy with the service they provide".

"The last time I visited I completed a questionnaire about the service they provide. I was very happy with everything and had no complaints or negative comments to make".

##### Other evidence

On the day of our inspection we saw that there were a variety of information leaflets

available for people in the reception area. These included information on the prevention of tooth decay, dental fluoride, foods that damage teeth and a practice information guide. Patient satisfaction questionnaires were also on display. We looked at a number of completed questionnaires. Responses were all positive about the care and treatment people had received, the environment, cleanliness and the attitudes of staff.

The people we spoke with confirmed their consultations were conducted with their dentist in the privacy of their surgery. They told us any treatment they required was explained to them in full with the various options available to them. They confirmed they received a copy of their treatment plan explaining the treatment they had agreed to and the estimated cost. Throughout our visit we saw staff being polite, sensitive and speaking to people in a respectful manner.

We looked at a number of patient care and treatment records. These demonstrated that the medical history of the people was checked during each consultation. This was also confirmed by the people we spoke with who thought it was excellent to be checked upon regularly. We saw evidence in the records we viewed of discussion regarding treatment choices, medical risk assessments and advice given.

### **Our judgement**

People using this service were able to express their views and were involved in decision making about their treatment.

The provider is compliant with this 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

The people we spoke with during our visit said they were very happy with the care and treatment they received. They told us the practice was flexible and would always fit them in if they needed to see a dentist urgently. They said they were confident the treatment they received would always be appropriate.

"I have been with this practice for a number of years. I have always been happy with the service I received. I get very good oral checks and any treatment required is explained in detail with potential costs".

"I have just moved to this practice recently. I always get in on time and find the staff polite and friendly when I arrive. The dentist always explains any treatment required and the options available to me. Very satisfied".

"On a scale of one to ten I would give my dentist ten. I always feel safe during treatment".

##### Other evidence

We looked at patient's records and saw that relevant information regarding dental examinations was recorded. There was recorded evidence of oral health education and toothbrush use being given. We found evidence of completed records in respect of patient examination, treatment planning, preventative dental care and advice. All treatment records were maintained using a secure electronic system. This meant patient information was safe and remained confidential to those with authorised access.

The electronic records were detailed and showed an initial assessment and treatment plan. This was then followed up by agreement with the patient. Two of these records were looked at and showed patient involvement. This process made sure patients were informed of their treatment plan and the cost before it commenced.

The practice had appropriate equipment to support people in the event of a medical emergency. The service had a defibrillator, an emergency drugs kit and oxygen available. There were records of the oxygen cylinder being checked to ensure that the flow meter was in working order. These checks confirmed there was a sufficient level of oxygen available in the event of an emergency. Emergency drugs were available in the event of people being taken ill during treatment. These were checked at regular intervals and demonstrated the drugs were in date. The emergency kit was stored in an accessible cupboard in one of the surgeries with the first aid kit. We were told the dentists would take the lead should a medical emergency situation arise.

**Our judgement**

People were receiving safe and appropriate treatment which was meeting their individual needs and reflected good practice guidance.

The provider is compliant with this 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

People told us they felt comfortable and safe during treatments and that their consent was sought for all treatments undertaken.

##### Other evidence

During our visit we looked at staff training records. These confirmed safeguarding training of children and vulnerable adults had been completed and formed part of their continuing professional development.

The practice had a child protection and vulnerable adults policy in place. This included information about identifying signs of abuse, recording and reporting concerns to relevant organisations. The practice had an information file which contained a flow chart and contact details for reporting concerns. This included the local safeguarding authority's policies and practices. There was evidence of government guidance reference documents on safeguarding. Staff members spoken with said they wouldn't hesitate to report any concerns they had about people they suspected were being abused.

The service had in place whistle blowing, bullying and harassment, violence and aggression and restraint policies and procedures. Staff we spoke with told us they would not hesitate to report poor practice under the whistle blowing policy. They told us they were confident they would be supported if they had to take this action.

All recently appointed staff had enhanced level Criminal Records Bureau (CRB) checks

in place.

**Our judgement**

The service had safeguarding procedures in place to protect people from abusive practices.

The provider is compliant with this 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

The people we spoke with people who used the service and they commented that the practice was very clean and tidy. They told us that staff always washed their hands before looking after or treating patients. Patient satisfaction questionnaires we saw confirmed people were satisfied with the cleanliness and hygiene in the practice.

"Never had any concerns about hygiene. I have always found the surgery to be clean".

"Very clean and pleasant surroundings.

##### Other evidence

When we visited the practice facilities were clean and well maintained with appropriate floor and surface coverings. There were dedicated hand washing facilities in the surgery rooms. The appropriate hand washing procedure was displayed over the basins as required and the correct soaps and moisturisers were available.

We saw sharps boxes for the safe disposal of needles, used in injections, in each surgery room that were appropriate and not overfilled. Dentists are responsible to ensure the safe disposal of used needles which protect staff from the potential of injury.

Staff wore personal protective equipment when working in the surgery or when carrying out decontamination procedures. We saw evidence that protective equipment, including eye goggles, face masks and gloves were available for staff to use when caring for and treating patients. The cleaning procedures for equipment between patients was discussed with us and identified that patients were protected from the possibility of

cross infection.

There was a separate decontamination/ sterilisation room (local decontamination unit). The practice used manual washing, inspection, lubrication and sterilisation. During our inspection we were shown the decontamination process undertaken by the nurses.

We observed the practices in place for the decontamination and sterilisation processes for instruments. There was a light and magnifying glass available and these were used to examine instruments following the process. We saw staff checking instruments after cleaning them to confirm they were clean, functional and remained in good condition.

The practice employed cleaners with the responsibility for cleaning of the surgeries and the communal areas. We saw cleaning schedules and audits in place. The practice manager explained to us that all fixed equipment and protective equipment was cleaned between each patient.

**Our judgement**

People were protected against the risk of exposure to health care associated infections.

The provider is compliant with this 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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

**Compliance actions:** These are actions a provider must take so that they **achieve** compliance with the essential standards. 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

<b>Document purpose</b>	Review of compliance report
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