

Review of compliance

Oasis Dental Care Limited Oasis Dental Care - Hull 1	
Region:	Yorkshire & Humberside
Location address:	204 Holderness Road Hull East Riding of Yorkshire HU9 2AA
Type of service:	Dental service
Date of Publication:	October 2012
Overview of the service:	Oasis Dental Care Hull 1 is registered to provide dental care. The surgery offers patients NHS and private dental care.

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

Our current overall judgement

Oasis Dental Care - Hull 1 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 8 October 2012, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People who used the service told us they had full confidence in the dentists. They also told us they discussed their treatment with the dentist and understood they could refuse treatment. One person said "I feel confident in the dentist and he always describes what he will be doing."

People told us the premises were always clean and tidy.

What we found about the standards we reviewed and how well Oasis Dental Care - Hull 1 was meeting them

Outcome 02: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

Before people received any care or treatment they were asked for their consent and the provider acted in accordance with their wishes.

The provider was meeting this standard.

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

People experienced care, treatment and support that mostly met their needs and protected their rights.

The provider was meeting this standard.

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

People were cared for in a clean hygienic environment.

The provider was meeting this standard.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

The provider was meeting this standard.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

The provider was meeting 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 02: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- * Where they are able, give valid consent to the examination, care, treatment and support they receive.
- * Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- * Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant with Outcome 02: Consent to care and treatment

Our findings

What people who use the service experienced and told us

People who used the service told us they had full confidence in the dentists. They also told us they discussed their treatment with the dentist and understood they could refuse treatment.

Other evidence

Before people received any care or treatment they were asked for their consent and the provider acted in accordance with their wishes.

We saw that treatment plans had been agreed with the patients. These detailed what the treatment was and the person had signed to confirm they understood. The practise manage told us a new treatment plan was agreed every time the treatment changed.

We saw that the provider had information available for staff about how to proceed with any treatment if the person found it difficult to provide consent or could not make an informed decision. This ensured people's rights were respected and upheld.

Our judgement

Before people received any care or treatment they were asked for their consent and the provider acted in accordance with their wishes.

The provider was meeting 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

People we spoke with told us they had confidence in the dentist. They told us they discussed their treatment and were satisfied with care and attention they received.

Other evidence

Care and treatment was planned and delivered in a way that ensured people's safety and welfare.

We looked at two sets of patient records and spoke with staff regarding the assessment of patients and looked at documents used. We saw that a medical history was completed by the patient and any concerns discussed with the dentist. Records included clinical notes and relevant non medical information to aid planning, care and treatment of patients. We looked at two sets of patient records.

We looked at the emergency box which contained drugs and medicines used in emergency situations. We were told the contents were consistent with the British National Formulary (BNF) guidelines for dentistry. We also saw systems were in place to check the expiry date of any drugs used. We asked about the emergency oxygen supply and the manager told us the size of the bottles had been assessed as adequate, based on the anticipated ambulance response time.

We saw that procedures were in place to ensure staff responded appropriately to any emergencies.

There was evidence of staff having been trained in resuscitation which included cardiopulmonary resuscitation (CPR). This ensured people were not put at risk of harm and they received appropriate care and attention in an emergency.

Our judgement

People experienced care, treatment and support that mostly met their needs and protected their rights.

The provider was meeting 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

People we spoke with told us the premises were always clean and tidy.

Other evidence

There were systems in place to reduce the risk and spread of infection.

We conducted a tour of the premises including all patient accessed and clinical areas. Everywhere appeared clean, including work top surfaces. The premises were free from clutter and items stored in appropriate places.

We were shown how the treatment couch and surrounding area was cleaned and decontaminated between patients. Every hand wash sink had liquid soap and disposable paper hand towels. Sharps bins were dated, both when started and completed.

We were shown the decontamination area for reusable instruments. This included a dirty to clean flow cleaning system which included the use of 2 sink for cleaning and rinsing the equipment used. Instruments were then decontaminated in autoclaves and packed for re-use, with both the packing and expiry dates stamped on the wrappers. The autoclave machinery had data logging enabled, and there was evidence of duty cycles being monitored.

We were told that a specialist service disposed of any waste amalgam left over from any fillings.

The manager confirmed the decontamination system met the requirements of the

health service technical memorandum on decontamination in dental settings, (HTM 01-05) and that the self assessment in the HTM had been carried out. There was evidence of environmental and infection prevention audits being carried out on a range of subjects on a regular basis.

Our judgement

People were cared for in a clean hygienic environment.

The provider was meeting this standard.

Outcome 14: Supporting workers

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us

We spoke with people who used the service but their feedback did not relate to this outcome.

Other evidence

Staff received appropriate professional development.

Staff told us they attended training on infection control, dental hygiene, safeguarding vulnerable adults and children and fire training. They also attended conferences around the country about subjects relevant to their service.

We saw that any new guidelines and ways of working were discussed with staff at staff meetings and any further training provided.

We saw that staff were expected to sign and read all the policies and procedures used at the surgery and some of these required staff to undertake training.

When we spoke with staff they were knowledgeable and told us they could approach the dentist and suggest they went on training and this was provided.

We saw a formal appraisal system was in place and the nurses and dentists were expected to complete training to meet the requirement of their registration.

Our judgement

People were cared for by staff who were supported to deliver care and treatment safely

and to an appropriate standard.

The provider was meeting this standard.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

We spoke with people who used the service but their feed back did not relate to this outcome.

Other evidence

People who used the service, their representatives and staff were asked for their views about their care and treatment and they were acted on.

We saw that the provider used a national system of auditing which collating the views of the people who used the service. This was mainly through the use of surveys, a suggestion box and a comments book. The results were analysed and action plans put in place to address any shortfalls within time scales.

The results of surveys were published and displayed in the surgery waiting room.

The practise manager audited the service provided at the surgery. This included looking at the building to establish if any repairs were needed and ensuring the equipment used was serviced at intervals recommend by the manufacturer. These were then audited centrally by the company. Any accidents and near misses were audited by the provider's head office to establish any patterns and if action plans needed to be put in place.

There was a complaint procedure and this was displayed in the waiting room.

We saw that staff meetings were held and any issues or new guidelines were discussed and minutes recorded.

Our judgement

The provider had an effective system to regularly assess and monitor the quality of service that people receive.

The provider was meeting 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

Document purpose	Review of compliance report
Author	Care Quality Commission
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