

# Review of compliance

## Dental Arts Studio (Dental Care) Limited Dental Arts Studio - Enfield

<b>Region:</b>	London
<b>Location address:</b>	6-8 London Road Enfield Middlesex EN2 6EB
<b>Type of service:</b>	Dental service
<b>Date of Publication:</b>	April 2012
<b>Overview of the service:</b>	Dental Arts Studio – Enfield provides dental services to both NHS and private patients. It is located in Enfield Town close to local transport links. The practice has six treatment rooms and a separate waiting area.

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

## Our current overall judgement

**Dental Arts Studio - Enfield 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 14 March 2012, talked to staff and talked to people who use services.

### What people told us

We were able to speak to patients of the dental practice. They indicated that they had been treated with respect and dignity. They expressed satisfaction with the care and treatment provided. The practice has a policy for ensuring that all patients are treated with respect and dignity.

Patients made positive comments about staff and indicated that they had confidence in the dentists and other staff who attended to them. Detailed assessments and treatment plans had been prepared for patients. Treatment had been given with patients' agreement and written consent.

The premises were clean and well maintained. There were arrangements for infection control checks and daily cleaning tasks. Staff were knowledgeable regarding infection control and decontamination procedures for equipment and instruments used. There was documented evidence that equipment used had been maintained and inspected by specialist contractors.

### What we found about the standards we reviewed and how well Dental Arts Studio - Enfield 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**

Patients were given sufficient information to enable them to participate in decisions about their dental treatment and they were treated with dignity and respect by staff.

Overall, we found that Dental Arts Studio – Enfield was meeting this essential standard.

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

Patients experienced safe and effective care and treatment that met their needs and protected their rights.

Overall, we found that Dental Arts Studio – Enfield was meeting this essential standard.

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

Patients were being protected from abuse or potential abuse by effective policies and procedures as well as by a well informed staff team.

Overall, we found that Dental Arts Studio – Enfield was meeting this essential standard.

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

There were suitable arrangements for cleanliness and infection control at the practice. This ensures that the treatment provided for patients is safe and the environment is clean and pleasant.

Overall, we found that Dental Arts Studio – Enfield 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

This dental practice has six treatment rooms which includes a room used by the dental hygienist. All of these rooms are on the ground floor.

The practice has wheelchair access for people with disabilities.

The waiting room had a television and magazines available for patients. Information about treatments available, health advice, costs and the service's complaints procedure were clearly displayed in the reception area and waiting room.

Patients told us that treatment plans were explained to them in a way they understood and the costs of treatment were made clear before treatment commenced. Patients said that their privacy and dignity were respected by the dentists.

The registered manager collected feedback from patients about the service. We saw a number of completed feedback forms. People were positive about the care and treatment provided. The registered manager gave us examples of improvements to the service made as a result of comments from patients.

Patients' views can be summarised by the following comments:

"I felt very welcomed and relaxed".

"Staff are very friendly".

"The dentist showed me the X ray and explained everything clearly".

"My dentist is very nice, very friendly".

Everyone we spoke to told us this practice had been recommended to them. They also told us they had recommended this practice to others.

### **Other evidence**

Staff we spoke to were aware that all patients should be treated with respect and dignity. They informed us that the dental practice had a policy on ensuring that people's equality, diversity and human rights are promoted.

Patients were given written information in relation to the dental procedure they were to undergo and we saw examples of a range of leaflets made available to them. The dentists also had a range of photos and dental models so that patients can see what their treatment entails. Each treatment room has an intra dental camera so that patients can see what the dentist can see on a TV screen and have this explained to them.

Patients were given a copy of their individual treatment plan. This included information on the costs of the treatment. The information provided enabled patients to make informed decisions about the treatment they received.

All consultations took place in the dental treatment rooms and we saw that the door was kept closed when patients were inside. In this way the privacy of patients was maintained.

### **Our judgement**

Patients were given sufficient information to enable them to participate in decisions about their dental treatment and they were treated with dignity and respect by staff.

Overall, we found that Dental Arts Studio – Enfield 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

Patients who used the dental practice were very positive about the quality of dental service they had received.

Their views can be summarised by the following comments:

"I have a huge phobia of dentists but the dentist made me feel so much at ease".

"Very good service".

"My dentist is one of the best".

"I feel the dentist is trying to save my teeth, not extract them".

"I wouldn't want to go anywhere else".

##### Other evidence

We reviewed some patient dental care records. These showed that risk assessments were carried out and these included the patient's medical history, current medication and any allergies. A full dental examination was carried out on each patient and records were kept of findings and treatment plans.

Dentists we spoke with told us they also provided health advice to all the patients they saw.

There was emergency equipment, including an emergency drugs kit and oxygen, available for staff.

Emergency equipment was being checked on a regular basis in order to ensure it was still fit for the intended purpose and remained in working order. Emergency drug expiry dates were also being checked regularly.

We saw evidence that all staff undertook regular training in emergency procedures.

The dentists were fully aware of all current National Institute for Clinical Excellence (NICE) guidelines including recall intervals for children and the scheduling of future check-ups.

There was a system in place for recording adverse events, incidents and accidents. There had been no serious incidents or accidents at the practice.

**Our judgement**

Patients experienced safe and effective care and treatment that met their needs and protected their rights.

Overall, we found that Dental Arts Studio – Enfield 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

Patients we spoke with told us they had been well treated and staff behaved in a professional manner towards them.

Staff we interviewed had a good understanding of the different types of abuse that children and vulnerable adults could be at risk of and were clear about their responsibilities to report any suspicions of abuse to the relevant authorities including the local authority and the Care Quality Commission.

##### Other evidence

The registered manager told us that all staff had completed safeguarding training and we saw that safeguarding issues were being discussed at regular staff meetings. The practice had a safeguarding policy and procedure in place and there was written information for staff regarding how to make a safeguarding alert.

##### Our judgement

Patients were being protected from abuse or potential abuse by effective policies and procedures as well as by a well informed staff team.

Overall, we found that Dental Arts Studio – Enfield 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

Patients we spoke to informed us that the premises were always clean and hygienic. We noted that all areas of the practice were clean and tidy on the day of our inspection. Patients' views about the cleanliness of the practice can be summarised by the following comments:

"I think it's very clean".

"First class".

"(The practice) is quite spacious, clean and well presented".

##### Other evidence

Staff working in the practice were aware of the importance of infection control. They confirmed that they had undertaken up to date infection control training  
There were washbasins in treatment rooms.

Surfaces of dental equipment including work surfaces and dental chairs were cleaned between patients.

We saw personal protective equipment including uniforms and aprons were made available to staff and were in use. This helped reduce the risk of cross-infection.

The practice had the required infection control policy and procedure. The Department of Health and British Dental Association Infection Control Guidance were also available.

Staff were able to explain to us the process for decontamination and sterilisation of equipment used. This included ensuring that instruments were scrubbed, sterilised in the autoclave and checked again before being stored away. Regular inspection of the autoclave was being carried out to ensure that it was functioning effectively.

Staff we spoke to were aware of the routine tasks they had to perform for infection

control. Sharps and syringes used were disposed of in the sharps box. Staff informed us that the sharps box, together with other clinical waste was collected by a licensed contractor on a regular basis.

**Our judgement**

There were suitable arrangements for cleanliness and infection control at the practice. This ensures that the treatment provided for patients is safe and the environment is clean and pleasant.

Overall, we found that Dental Arts Studio – Enfield 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

<b>Document purpose</b>	Review of compliance report
<b>Author</b>	Care Quality Commission
<b>Audience</b>	The general public
<b>Further copies from</b>	03000 616161 / <a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Copyright</b>	Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.

## Care Quality Commission

<b>Website</b>	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Telephone</b>	03000 616161
<b>Email address</b>	<a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a>
<b>Postal address</b>	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA