

# Review of compliance

Mr. Matthew Holyoak Woodlands Dental	
<b>Region:</b>	North West
<b>Location address:</b>	Windsor House 80 Woodlands Road Lytham St Annes Lancashire FY8 1DA
<b>Type of service:</b>	Dental service
<b>Date of Publication:</b>	May 2012
<b>Overview of the service:</b>	<p>The surgery has two treatment rooms one on the ground floor specifically accessible to people with mobility issues and one in the converted basement area. This practice provides dental treatment to both adults and children.</p> <p>There is a spacious reception and waiting area accessible to people with disabilities.</p>

	<p>The practice offers a full range of treatments for those using the National Health Service (NHS), and also private arrangements.</p>
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Woodlands Dental 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 and carried out a visit on 3 May 2012.

### What people told us

This was a busy practice, with treatment being carried out throughout the inspection visit. However, at some point we did speak with the dentists as well as a two staff members working in the practice.

We spoke with four people using the service about their experiences whilst visiting the dental practice. We were told that patients found the staff team to be polite, caring, friendly, and that people were treated sensitively and with respect. People we spoke to told us they were provided with enough information about their treatment options and were kept informed about how their treatment was progressing throughout the process. One patient said, "I am always told what I need doing and how much it will cost." Staff we spoke with told us, "All patients are given the information they need about their treatment and costs." Also, "No treatment begins until it has been agreed by the patient, or, if a child their parent or guardian."

During the inspection we observed the reception area and saw patients were spoken to with respect. We observed people being made to feel comfortable, and staff responsible for their care communicated well with them. One person told us, "I came in yesterday for emergency treatment and they got it sorted out for me straight away, I am only here today to follow things up."

We did not speak with people who use the service directly about safeguarding adults or children. However, people we spoke with told us that they felt safe when care and treatment was being delivered. They said they had every confidence in the staff team and were able to discuss their concerns with any of the people working at the dental practice. One person told us, "I have been coming here for a long time. If I had any concerns I would speak to someone, but I have never had any complaints or concerns."

## **What we found about the standards we reviewed and how well Woodlands Dental 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 receive care and treatment in a respectful, dignified way, by staff who are competent and aware of the needs and wishes of patients.

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

People who use the practice experience effective, safe and appropriate care, treatment and support to meets their needs and protect their rights.

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

Safeguarding procedures are in place to make sure people are protected.

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

People who used the services experienced facilities that were clean and hygienic.

## **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

We asked some patients waiting for treatment about what it was like using this practice. They were very satisfied with the care and treatment they receive. Three people we spoke with told us they have been using the practice for some years and felt the whole experience was a positive one. One person said, "It is very relaxing, you cant say that about most visits to the dentist, but it's true here." Another person said, "It's the first time I have used this practice but I have found it to be friendly and I got all the information I needed."

By observing how patients are communicated with and by talking to people, we found evidence staff are sensitive and listen to them. One patient said, "Some of the staff have been here a long time they get to know you."

We asked a patient waiting to see their dentist about how involved they felt in their treatment plan. They told us they are always kept informed and everything is explained to them.

##### Other evidence

In the reception area there was a range of patient information in the form of leaflets and booklets. The information tells people what the practice provides, as well as treatment

information, so that patients can get an overview of what to expect.

We asked about how people with any sort of sensory or language issues may receive information. Staff we spoke to told us when they are made aware of such a situation, they could adapt written information to meet individual needs.

All treatment records are on a secure electronic system, so that information is safe and remains confidential to those with authorised access. Electronic records are detailed and show an initial assessment and treatment plan, which is then followed up by agreement with the patient. Agreement for NHS patients is on a standard format, agreement for private patients differs in design but has the same principles. This process makes sure patients are fully informed of their treatment plan before it commences.

We were shown patient questionnaires which were available at reception. We saw a recent analysis of outcomes from a patient survey. The practice manager told us the results are looked at and changes made where they feel it might improve the quality of the service they provide.

Throughout our visit we saw staff being polite and sensitive to patients arriving. All consultations took place in private rooms.

### **Our judgement**

People receive care and treatment in a respectful, dignified way, by staff who are competent and aware of the needs and wishes of patients.

## 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 told us they felt the dentists and all staff made efforts to get to know patients and understand their needs. Comments included, "They look after all the family, they have been so good with the children, they explain everything and give them choices."

People we spoke with told us they are prompted a few days before an appointment is due. This is to ensure patients do not forget the appointment and so the service can be managed more effectively. One person said, "It's a good idea because it's easy to forget with appointments being made so far in advance."

##### Other evidence

We saw evidence this practice had safe and effective systems in place to make sure patients received the treatment they needed by coordinating planning and delivery.

We viewed patient treatment records so that we could see how the dentists had assessed people's needs and planned their treatment.

Individual records we looked at included a range of information relating to the patients clinical needs and treatment plans. Records also included information which the dentist requires which may affect peoples care and treatment. We saw the records are stored, maintained and recorded in a way to ensure confidentiality was upheld. All the information we looked at was up to date. Staff we spoke to told us, "This system works well for this practice and we are all familiar with it."

This practice was aware of the importance of ensuring all clinical records are up to date, so the treatment and care of patients can be monitored and can be audited effectively. We spoke about this with the practice manager. They showed us how the system operates to make sure it is up to date. Staff told us, "It's important we have systems in place so we can respond to any issues."

The practice had in place emergency resuscitation training for all staff. It is updated annually and this is due to take place in June 2012. We looked at the equipment which has regular audits, so all emergency medication is in date and the equipment is in order. Emergency medication is checked so it is never out of date. Audits are regularly taking place with emergency resuscitation equipment, so it is safe.

**Our judgement**

People who use the practice experience effective, safe and appropriate care, treatment and support to meets their needs and protect their rights.

## 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 we spoke with told us that they felt safe when care and treatment was being delivered. They said they had every confidence in the staff team and were able to discuss their concerns with any of the people working at the dental practice. One person told us, "I am very confident coming here and I have no complaints."

##### Other evidence

We spoke to the practice manager about how people are protected. They told us they take protection seriously and have systems in place to make sure staff have the knowledge and understanding about the principles of safeguarding. We saw evidence staff had received e-learning on protecting adults and children. This was on a staff training and development record.

All staff working at the practice had current criminal record bureau checks in place. This makes sure the practice takes steps to ensure people are protected. The practice manager told us, "As they belong to the staff member we only keep a record of the number on their personal record." This is to ensure sensitive information is retained by the named person for reasons of confidentiality.

We saw practice guidance in respect of Mental Capacity Act and how this relates to dental practice. The practice manager had knowledge of the process involved if people lack capacity. They told us this is cascaded down to staff who may be responsible for care and treatment. This is to make sure all staff had a basic knowledge of the relevance of the act in their work practice.

In order for people to have their equality and diversity taken into account, staff have received training on the topic and guidance was seen to be available in a clear format for staff to understand.

**Our judgement**

Safeguarding procedures are in place to make sure people are protected.

## 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 noted that the dental practice was clean and well maintained.

Patients we spoke with all said that the dental practice was always clean and tidy with one person saying, "It is always spotless, whenever you come here".

##### Other evidence

We spoke with the practice manager who explained the practice procedures for the prevention and control of infections. We asked about how staff prepared the treatment rooms between patients. The practice manager told us that there was a structured procedure in place, that staff followed to reduce the risk of cross infection.

We were shown how instruments that require decontamination are processed. The practice had a designated area for this process. Used instruments are transported in secure trays to a designated decontamination room. There is a clear procedure for the decontamination of equipment so that infection control measures are not compromised.

We saw appropriate personal protective equipment was available and in use. Patients spoken with confirmed that protective goggles, apron, mouth wash and tissues were always provide and that the dental surgeon's always wore protective gloves during examinations or treatments.

A range of infection control audits are undertaken, including infection control audit of equipment used in the decontamination room and a system is in place for quality testing the equipment used in the decontamination process.

The practice manager we spoke with told us that infection control measures at the practice are 'comprehensive' and that the control of infection was taken seriously by all staff.

**Our judgement**

People who used the services experienced facilities that were clean and hygienic.

# 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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<b>Audience</b>	The general public
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