

Review of compliance

Mr. Roger Hollins
Atlantic Dental Practice - Picton

| | |
|---------------------------------|--|
| Region: | North West |
| Location address: | Picton Neighbourhood Health & Children's Centre 137 Earle Road Liverpool Merseyside L7 6HD |
| Type of service: | Dental service |
| Date of Publication: | February 2012 |
| Overview of the service: | Atlantic Dental Clinic provides general dentistry, oral health and restorative work to adults and children. The clinic has three treatment rooms. |

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

Our current overall judgement

Atlantic Dental Practice - Picton 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 and carried out a visit on 18 January 2012.

What people told us

We spoke with people using this service on the day of our visit. They told us it was a good service and that treatment options were explained clearly and in a language they understood.

They found the staff to be friendly and told us the clinic was clean and well maintained,

What we found about the standards we reviewed and how well Atlantic Dental Practice - Picton 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

The provider ensures that people using the service understand the care treatment and support available to them and can express their own views about the treatment they are receiving. The views and experiences of people who use the service are taken into account in the way the service is being provided.

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

People who use this service experience an effective, safe and appropriate service that supports their needs and protects their rights

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

People who use the service are protected from abuse, or the risk of abuse and their human rights are respected and upheld.

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

People who use this service are protected from the risks of infection and by the systems in place to ensure the clinic is clean.

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

We spoke with people using this service on the day of our visit. They told us it was a good service and that treatment options were explained clearly and in a language they understood.

Other evidence

In the clinic we saw good sources of information available to people about the service provided through posters and leaflets. We also saw examples of information about the service in different languages and spoke to people through an interpreter that the clinic staff had organised.

Consultations and treatments are all undertaken in private. People told us that they felt their dignity and privacy was maintained and that they were happy with the information they had been given and felt staff had been able to answer their questions.

Our judgement

The provider ensures that people using the service understand the care treatment and support available to them and can express their own views about the treatment they are receiving. The views and experiences of people who use the service are taken into account in the way the service is being provided.

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 were happy about the service and the treatment they had received.

Other evidence

People attending the clinic are asked to complete a health declaration which they then discuss with the dentist. We were told and shown records of consultations that included examinations, dental history, treatment plans and costs. People told us that treatment options are explained to them in a language and format they understand.

Staff told us they had received training in medical emergencies and we saw evidence of training courses they had attended. We saw that the clinic had equipment for dealing with emergencies and it was being checked and a record was made of that check.

Staff showed us records were any adverse incident or accident would be recorded and told us this would then be discussed at regular staff meetings.

Our judgement

People who use this service experience an effective, safe and appropriate service that supports their needs and protects 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

We did not discuss this outcome with people using the service during our visit.

Other evidence

We spoke with the staff about the local area adult and child safeguarding policy and procedure in place at the clinic. They supplied us with a copy of the latest guidance and gave us information that is also made available for patients in the reception area. The staff we spoke to were aware of the local safeguarding procedures and were able to tell us the correct procedure to follow if they suspected or abuse had been disclosed to them.

We asked whether staff had completed adult and child safeguarding training. They stated staff had all completed training in the last 12 months. Training records examined by CQC provided evidence of this and the staff we spoke to confirmed this.

Our judgement

People who use the service are protected from abuse, or the risk of abuse and their human rights are respected and upheld.

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 who used the service told us that the surgery was clean when they visited. We noted that the clinic appeared clean and well maintained.

Other evidence

The surgeries were clean, free from clutter with surfaces that could be cleaned and disinfected between patients. We saw there were supplies of soap, hand towels, masks and gloves for staff to use.

We were shown the room where equipment is cleaned and sterilised away from the surgery in 2 separate rooms containing autoclave, washer/disinfectant machine, sinks and wash hand basin. Staff discussed with us the importance of infection control and we saw how they cleaned the instruments and dentists room between patients. Staff showed us records of all equipment being serviced and maintained.

Staff told us they had received training and we saw certificates to demonstrate this.

Our judgement

People who use this service are protected from the risks of infection and by the systems in place to ensure the clinic is clean.

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 |
| Further copies from | 03000 616161 / www.cqc.org.uk |
| Copyright | 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

| | |
|-----------------------|---|
| Website | www.cqc.org.uk |
| Telephone | 03000 616161 |
| Email address | enquiries@cqc.org.uk |
| Postal address | Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA |