

Review of compliance

<p>Mr. James Tidswell Princes Crescent Dental Practice</p>	
<p>Region:</p>	<p>North West</p>
<p>Location address:</p>	<p>31 Princes Crescent Bare Morecambe Lancashire LA4 6BY</p>
<p>Type of service:</p>	<p>Dental service</p>
<p>Date of Publication:</p>	<p>February 2013</p>
<p>Overview of the service:</p>	<p>Princes Crescent Dental Practice provides dentistry, oral health and restorative work to adults and children. The clinic has three treatment rooms</p>

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

Our current overall judgement

Princes Crescent Dental Practice 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 January 2013.

What people told us

We spoke with people using this service on the day of our visit. They told us that they were pleased with the care and treatment and staff were professional, friendly and treated them with respect.

What we found about the standards we reviewed and how well Princes Crescent Dental Practice 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's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

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 protected.

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.

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare

People who use the service, staff and visitors were protected against the risks of unsafe or unsuitable premises.

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 told us that they were happy with the care and treatment provided. They felt they were given enough information about their treatment options and fees and were able to ask all the questions they wanted.

Other evidence

We saw that there was information in the reception area and waiting rooms. This included information about the practice, oral health and hygiene instructions. People who we spoke with confirmed they were given good information about treatment options and costs before having to make any decision about their treatment.

People told us that all consultations and treatments were undertaken in private and that they felt their dignity was always respected and their privacy maintained.

We saw that consultations with patients concerning their dental care including when to recall them for further appointment was all recorded. The results of any tests undertaken and discussions with patients concerning those tests were all recorded.

Staff told us that all information disclosed by a patient is confidential. We saw that all information given by patients was held securely and that all staff were aware of

confidentiality and data protection.

There were systems in place to seek feedback from people using the service. Staff told us they welcomed feedback and at practice meetings review any feedback that is taken into account in the way the service is provided and delivered.

The provider ensures that people using the service understands 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 using the service are taken into account in the way the service is being provided.

Our judgement

People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

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 all very positive about the treatment they received and spoke highly of the staff. They told us they felt they received a safe and appropriate service with treatment choices that reflected their preferences and diversity. They felt they had enough time and information to make a decision and felt able to talk to the dentist about the different options and costs.

Other evidence

People attending the clinic were asked about their medical history and we saw individualised clinical notes detailing examination and treatment planning. Oral health education is given to patients who confirmed this and we saw it recorded in their clinical notes.

Staff told us they had received training in dealing with medical emergencies and we saw evidence of training, people had attended. The clinic has emergency equipment available and we saw it was being checked and a record made of that check.

We saw that the practice had policies and procedures which staff were able to show and discuss with us.

We saw that x-rays are undertaken by qualified staff which follow guidelines and local rules which were on display in each treatment room.

Staff told us that they have regular meetings to discuss issues related to the practice

including patient feedback, policies, procedures, training and patient safety alerts. We saw minutes of meetings to confirm this.

We saw that there was information about how to make a complaint, if people were not satisfied with their treatment.

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 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 guidance that included contact details and the local safeguarding team.

Staff were able to demonstrate that they knew what constituted abuse and 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 were told that staff had received training on child and adult safeguarding and saw certificates to confirm this.

Our judgement

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

People who use the service told us that the surgeries were clean when they visited. We noted that the clinics were 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 that there were supplies of soap, hand towels, masks and gloves for all staff to use and that there were distinct areas in each surgery for the dentist and the dental nurse, each with access to the equipment they required. Staff showed us how they protected light and chair hand controls that are cleaned between patients.

Staff told us they had received infection control training and those we spoke with were aware of the procedures to follow to prevent infections and showed us how they monitored the procedures and the infection control policy. We saw records to confirm this.

We saw clean and dirty areas identified within the surgeries and were shown how instruments were decontaminated in a separate room containing autoclaves and sinks. There was a clear process in the room ensuring that clean and dirty instruments did not contaminate each other.

Staff told us that they use single disposable items were possible on patients and we saw supplies of these. All waste in the practice is collected and disposed of by a registered waste carrier and we saw information to confirm this.

We noted that staff wore uniforms when attending to people and we saw appropriate personal protective equipment available and in use.

Infection control audits had been undertaken at the clinic. We were shown evidence of these audits and any action taken.

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.

Outcome 10: Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

* Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

The provider is compliant with Outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us

People told us that they were able to access the surgery and that any treatment was always provided in privacy in one of the clinic rooms.

Other evidence

We undertook a tour of the practice with a member of staff. We found that practice was clean, tidy, safe and suitable for use as a dental practice.

The practice is situated over three floors with clinic rooms on the ground and first floor only and accessible by stairs with administration and staff room on the top floor. There are two waiting rooms one on the ground floor and another on the first floor, both equipped with suitable chairs, magazines and information on dental hygiene.

Our judgement

People who use the service, staff and visitors were protected against the risks of unsafe or unsuitable premises.

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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