



Review of compliance

Dr. Kiran Hanji
Hanji Dental Group - 106 Northampton Road

Region:	East Midlands
Location address:	106 Northampton Road Market Harborough Leicestershire LE16 9HF
Type of service:	Dental service
Date of Publication:	January 2012
Overview of the service:	This dental practice is located just outside the town of Market Harborough. This is a medium sized practice, with two receptionists, a practice manager, four dental nurses and three dentists.

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

Our current overall judgement

Hanji Dental Group - 106 Northampton Road 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, observed how people were being cared for, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

We spoke in private to four people using the services. They were all extremely pleased with the service they were receiving and only had the highest compliments for all the staff they came into contact during their visits. They all indicated that they felt fully involved in their treatment. They told us they always had available treatment options explained clearly for them.

The four people we spoke with said that the practice was always clean. Each person confirmed that the dentists and nurses always offer them glasses to protect their eyes, wear these themselves and that they always wear disposable gloves. People told us that they see staff take their gloves off and wash their hands and put clean gloves on. People also told us that after they had finished their treatment they saw that the nurse would start to clean parts of the treatment room before they left.

What we found about the standards we reviewed and how well Hanji Dental Group - 106 Northampton Road was meeting them

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

People using this service receive safe and well planned care which improves their dental health, improves their feelings about going to the dentist and meets their needs. Overall, we found the Hanji Dental Group was meeting this essential standard.

Outcome 08: People should be cared for in a clean environment and protected from

the risk of infection

People who used the service are protected by effective arrangements based on national guidance for the prevention and control of risks from infection. Overall, we found the Hanji Dental Group practice 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 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

We spoke to four people using the services, in private, who were all extremely pleased with the service they were receiving and only had the highest compliments for all the staff they came into contact during their visits. They all indicated that they felt fully involved in their treatment. They told us they always had available treatment options explained clearly for them. They also noted that they were given as much time as they needed, after initial consultations, to make choices about what treatment to receive.

Other evidence

This practice mainly provides a service for NHS patients. It can provide the option for private practice and this would be discussed with the dentist in detail before any treatment is undertaken.

The practice exterior decoration and presentation is maintained to a good standard. The interior of the practice is maintained to a very high standard and cleanliness throughout the practice is at a very high standard. The whole practice is located on two floors. The ground floor and first floor are clinical areas. The ground floor, including one of the reception areas is easily accessible to all customers. Oral health information is available in the waiting room. The practice, from the reception area, through the corridors and staircases, to the treatment areas provides a relaxing environment for people using this dental practice that promotes peoples care and welfare.

One of the rooms on the first floor is presently being converted and equipped to provide orthodontic services.

We saw that emergency medical equipment was easily accessible within the practice and evidence that staff had received the required training to use such equipment if required. The dental nurses are encouraged to be involved in a wide range of work activities that will enhance their professional understanding and also assist them when taking exams. The policy and procedures for all staff was presented in a folder which staff have to sign to acknowledge they have read and understood the information.

It is noted that the practice has a governance manager who has responsibility to ensure that regular monitoring and auditing is carried out. This confirms that staff are following appropriate policies and procedures. The governance manager also maintains an overview of other associated practices to ensure consistency. She also communicates on a regular basis with practice managers to ensure they are up to date with developments within the group of associated practices.

Our judgement

People using this service receive safe and well planned care which improves their dental health, improves their feelings about going to the dentist and meets their needs. Overall, we found the Hanji Dental Group 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

The four people we spoke with said that the practice was always clean. Each person we asked confirmed that the dentists and nurses always offer them glasses to protect their eyes, wear these themselves and that they always wear disposable gloves. People told us that they see staff take their gloves off and wash their hands and put clean gloves on. People also told us that after they had finished their treatment they saw that the nurse would start to clean parts of the treatment room before they left. We were told by the dentist and nurse that after each patient the room is cleaned, and used dental instruments are taken away to be cleaned and decontaminated.

We saw in the treatment rooms and the decontamination room guidance notices in relation to hand washing guidance. We also saw information displayed outlining the processes to follow when carrying out cleaning and decontamination tasks.

Other evidence

During our discussions with staff it was clear that they were all very aware of, and were implementing government guidance on decontamination within this dental practice. All the staff we spoke with understood the importance of infection prevention and control, including decontamination, and could clearly describe their own roles and responsibilities within this area. The governance manager is the named lead for infection prevention and control. The governance manager, practice manager and provider, along with the staff team, were in the process of ensuring that they were fully risk assessing the elements of outcome 8 (Code of Practice on the prevention and control of infections and related guidance) to ensure the practice complied with this outcome area. The practice has declared that it is currently compliant with the essential standard requirements in relation to the government guidance on decontamination.

They have a separate decontamination room with a newly installed washing disinfectant. This is not yet in use.

We saw documented policies and procedures for infection prevention and control. During the inspection we monitored staff competence in the application and understanding of these policies. We saw that appropriate application of required infection prevention and control procedures and techniques was in place in all the areas we observed.

During our inspection we saw that the dental practice provided and maintained a very clean and appropriate environment.

Preparations were undertaken in the morning prior to using the treatment room. This included checking all water lines and flushing through water for a two minute period. We saw that the treatment rooms were cleaned, by the dental nurses between each person, using appropriate equipment, to agreed standards.

During the course of the working day the treatment rooms were monitored against all required standards of cleanliness. Staff using the room had systems in place to ensure that clean and used (dirty) dental instruments and equipment were kept separate.

We were shown the process for taking used instruments from the treatment room to a separate decontamination room. This room is utilised to ensure that all the used equipment is cleaned and sterilised between each use. This decontamination room is where dental nurses wash and rinse instruments, check them for debris and use the ultrasonic cleaners. The autoclaves are finally used to sterilise instruments to ensure they reach the approved level of sterilisation. Clean instruments are stored in vacuum packed or sealed packaging and date stamped according to national guidelines. A very clear description and detailed account of this process was provided to us.

All staff had the required levels of competence and training in relation to these areas. We were told that infection prevention and control training is provided by an external company on an annual basis. This involves 12 hours study time over a weekend period.

There was a supply of gloves, aprons, wipes, liquid soap, paper towels and hand gel available within the decontamination room.

Legionella risk assessments were in place and checked on a regular basis; appropriate waste disposal arrangements were also in place. Validation of technical dental equipment such as autoclaves and x-ray machines was in place and recorded.

Our judgement

People who used the service are protected by effective arrangements based on national guidance for the prevention and control of risks from infection. Overall, we found the Hanji Dental Group practice 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

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