

# Review of compliance

Dr. Carlo Risoli Southgate Dental	
<b>Region:</b>	London
<b>Location address:</b>	9 Chase Side Southgate London N14 5BP
<b>Type of service:</b>	Dental service
<b>Date of Publication:</b>	May 2012
<b>Overview of the service:</b>	Southgate Dental provides dental services to both NHS and private patients. Specialist dental services are also provided. The practice is located in the London Borough of Enfield close to local transport links. The practice has four treatment rooms and a separate waiting area.

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

## Our current overall judgement

**Southgate 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, carried out a visit on 26 April 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.

Patients' views can be summarised by the following comments:

"I've always been a happy and satisfied patient".

"He (the dentist) was very patient and explained everything".

"I've never had any problems".

"The staff are very pleasant and easy to get on with".

The premises were clean and well maintained. There are 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 Southgate 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's privacy, dignity and independence were respected.  
The provider was meeting this standard.

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

People experienced care, treatment and support that met their needs and protected their rights.  
The provider was meeting this standard.

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

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.  
The provider was meeting this standard.

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

People were protected from the risk of infection because appropriate guidance had been followed.  
The provider was meeting this 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.

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

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 on display in the reception area.

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 dentist.

The dentist collected regular feedback from patients about the service. We saw a number of completed feedback forms. People were positive about the care and treatment provided. The dentist gave us examples of improvements to the service made as a result of comments by patients. These included providing water in the reception area and the provision of a wider range of magazines.

Patients' views can be summarised by the following comments:

"I've always been a happy and satisfied patient".

"Very friendly and nice staff".

"I heard about this service through friends".

Everyone we spoke to told us they had recommended this practice to others.

**Other evidence**

The dental practice has recently been refurbished and currently has four treatment rooms. One of the treatment rooms is on the ground floor and the practice is accessible to people using wheelchairs.

Staff we spoke to were aware that all patients should be treated with respect and dignity. All staff we spoke with told us 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 dentist also had a range of photos, computer videos and dental models. Patients told us these were useful in understanding their proposed treatment. 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 room so the privacy of patients was being maintained.

**Our judgement**

People's privacy, dignity and independence were respected.

The provider was meeting this 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:

"He (the dentist) was very patient and explained everything".

"It's always felt very professional. I've never thought of going anywhere else".

"He (the dentist) tells me how much things cost".

"The staff are very pleasant and easy to get on with".

"They take notice of what I say".

##### 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. Patients confirmed they had been asked about their medical history.

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 staff undertook regular training in emergency procedures.

The dentist was 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 not been any adverse events at the practice.

**Our judgement**

People experienced care, treatment and support that met their needs and protected their rights.

The provider was meeting this 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.

The registered dentist and 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.

Patient views can be summarised by the following comments:

"I've never had any problems".

"I've no complaints".

##### Other evidence

The practice had a safeguarding policy and procedure in place and there was written information for staff regarding how to make a safeguarding alert. We saw that the dentist and nursing staff had recently undertaken training in safeguarding children and vulnerable adults. The dentist and staff we spoke to were positive about the training and how this had given them a better awareness of safeguarding issues.

##### Our judgement

People who use the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

The provider was meeting this 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.

One patient we spoke to commented, "It's very clean".

We noted that all areas of the practice were clean and tidy on the day of our inspection.

##### 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.

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

We saw personal protective equipment was made available to staff and was 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

People were protected from the risk of infection because appropriate guidance had

been followed.  
The provider was meeting this 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.

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

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