

Review of compliance

L K Bandlish Bandlish Dental Surgery	
Region:	London
Location address:	5 Gipsy Hill Upper Norwood London SE19 1QG
Type of service:	Dental service
Date of Publication:	April 2012
Overview of the service:	This independent dental practice provides dental care and treatment to private and NHS patients. It is registered to provide the following regulated activities, Diagnostic and screening procedures, Surgical procedures, Treatment of disease, disorder or injury

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

Our current overall judgement

Bandlish Dental Surgery 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, carried out a visit on 1 March 2012, looked at records of people who use services, reviewed information from people who use the service, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

The senior partner in this practice told us that some of the patients attending this practice have been known to him for many years. He has provided dental services for people in South London for over forty years.

We spoke with a number of people using the services of this dental practice.

They told us that they experienced a good reliable service.

They said that they found staff to be helpful and reassuring, and accommodated people's requirements with providing dental appointments at convenient times.

People said that they were kept fully informed of the treatment they needed and the costs involved.

A patient told us that she was pleased with the result of the extensive treatment she received, she said, "The dentist made sure that I had pain relief throughout, my follow up care was good".

Another person spoken with said that he was able to get an appointment with a dentist quickly.

Staff told us that they worked well together as a team, and that they had regular group meetings at the practice.

What we found about the standards we reviewed and how well Bandlish Dental Surgery 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 practice promotes the privacy and dignity of patients. People using the service find that they are involved in decision making about the care and treatment they require.

Overall, we found that Bandlish Dental Surgery was meeting this essential standard.

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

People find that they have their various treatment options discussed with them, and receive the care and treatment they require in a safe way. Practices that promote and encourage good oral hygiene are experienced at the surgery.

Overall, we found that we found that Bandlish Dental Surgery was meeting this essential standard.

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

The practice operates policies and practice that contribute to the protection of children and vulnerable adults from the risk of abuse.

Overall, we found that Bandlish Dental Surgery was meeting this essential standard.

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

The practice has robust infection control measures in place to prevent and control infection. There are effective processes for the decontamination of reusable instruments.

Overall, we found that Bandlish Dental Surgery 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 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

During our visit we spoke with people using the services at this dental practice. Some of those spoken with have been patients at this surgery for many years.

They told us that they were pleased with the high standard of service experienced.

One person described how reassuring the experience had been because of the approach by the dentist. We were told that the dentist explained clearly the steps in the treatment programme as he proceeded with treatment.

Another patient told us that they received a prompt response from the practice when requesting an appointment. He said that all the dental costs involved for his treatment were explained to him when he attended the practice.

One long standing patient told of attending regular check ups, and has used the valuable advice given on promoting good oral hygiene, and as a result requires very little treatment.

We found that the waiting area was welcoming and comfortably furnished, with television and magazines available for patient's use. We observed the interaction of the practice staff with patients and found that it was cordial and respectful.

Other evidence

In the waiting room at the surgery there was a wide range of information leaflets available, there was also information too on the use of language line for non English speakers.

The website for the surgery has information available about the treatment options and the surgery facilities and the price. It also gives information on the professional staff employed, and their professional qualification.

A sample of electronic and paper records were seen. These in addition to our discussions with the senior dentist showed that two way discussions took place at consultations, patients were involved in the consultations with the dentists about the care, treatment and support choices available.

The practice manager told us that they endeavour to provide emergency dental care within 24 hours of calls where possible, and try to accommodate patients on the same day they make initial contact.

There were signed documents which confirmed patients' active participation in drawing up the treatment plan and their agreement with it.

We saw that satisfaction questionnaires were supplied at reception requesting patient's views and suggestions. The practice receptionist described how the practice responded to these surveys, issues and suggestions were discussed at the regular team meetings. Information was also displayed on the complaint's procedure. We saw that all consultations took place in private rooms. Facilities at the front reception allow people to speak confidentially to the receptionist.

Our judgement

The practice promotes the privacy and dignity of patients. People using the service find that they are involved in decision making about the care and treatment they require.

Overall, we found that Bandlish Dental Surgery was meeting this essential 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 spoken with told us that they were involved in their care and treatment plans and were advised on the best way to care for their teeth.

They told us that the dentists providing the treatment discussed the treatment required and the costs involved. This had been done following a full consultation that involved a dental examination. They told us of the contracts they had signed to acknowledge the treatment plan and its costs.

One patient told us how helpful the dentist had been in discussing treatment costs, part of her treatment was funded by the NHS.

Another patient told us that she had received extensive treatment, however her pain relief during this period was well managed, she was also given good follow up advice on her discharge.

Other evidence

We saw that patients attending the dental surgery for the first time were responded to in a friendly manner. They were greeted by the receptionist and had initial discussions about arranging an appointment with a dentist.

People awaiting treatment were seated comfortably in the waiting area, waiting time was minimal as dental appointments were attended to promptly.

The practice manager provided us with a sample of records held for patients as well as those of treatment plans. Essential details were held of patients based on that supplied by the individual such as age, next of kin, also findings during examination, history and

habits and risks such as tobacco and alcohol use. There was included a medical history and any significant information known in relation to general health, results of previous examinations and x rays.

Information was maintained of treatment plans, of all treatment already given as well as that still required. We observed that patients were informed on promoting good oral hygiene and were given leaflets and aids to promote good dental care. The manager described the importance of the preventative role of the dentist's surgery and spoke of the efforts made at this surgery to promote good dental hygiene.

We heard from the manager that the practice does not provide general anaesthetic to patients. He explained to us the referral process for other practices such as hospitals for people with more complex dental conditions. Duplicated copies of the records were maintained of those sent with the patient.

There were records viewed that confirmed that plans were individualised. We saw from these that advice was given to the patient about alternative treatments, dental health and post treatment care.

Staff we heard were trained in dealing with medical emergencies and we saw evidence of staff training electronically held.

The practice had available emergency equipment including drugs in a cabinet located conveniently for all 4 surgeries.

Our judgement

People find that they have their various treatment options discussed with them, and receive the care and treatment they require in a safe way.

Practices that promote and encourage good oral hygiene are experienced at the surgery.

Overall, we found that we found that Bandlish Dental Surgery was meeting this essential 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

Staff at the practice are aware of the safeguarding policies and procedures for protecting vulnerable adults.

Staff are trained on being alert to potentially abusive situations.

Other evidence

The manager produced for us a copy of the safeguarding policies and protocols. We heard from him of the occasions that demonstrated staff awareness of making an alert and following safeguarding procedures in line with local safeguarding procedures. The manager told us that staff were alert to indicators of concerns. On more than one occasion in recent years they have taken appropriate action and made referrals to relevant local authority professionals about concerns they identified about vulnerable patients.

The surgery provides treatment for children, they are accompanied for consultations and are not left alone for treatment or in the waiting room. The manager shared with us the procedures for vulnerable adults, he told us that the dentist discusses treatment options with the carer of an adult at risk.

The manager told us that recruitment procedures included an Enhanced Criminal Record Bureau check for staff employed. he also told us of the risk management system in place for staff where the results of the checks were not in place.

Our judgement

The practice operates policies and practice that contribute to the protection of children and vulnerable adults from the risk of abuse.

Overall, we found that Bandlish Dental Surgery 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

People spoken with told us that they found that surgery was always clean and hygienic. They said that staff wore clean fresh uniforms, and observed good hand hygiene protocols in the practice.

We observed that staff were attentive to good hand hygiene.

Other evidence

The registered manager and a dental nurse take responsibility on rotation basis for operating decontamination procedures for reusable instruments.

The surgery is cleaned by staff engaged and responsible for cleaning the surgery.

There was a copy of the codes of practice on the prevention and control of infections available at the practice. The manager demonstrated that his knowledge was current. Records were seen that confirmed that staff training on infection control was up to date.

Staff spoken to were aware of risks related to biological and chemicals. A risk assessment was in place for all potentially hazardous substances in use or stored at the practice.

We were shown the protective clothing and equipment supplied to promote the health and safety of patients and staff. Information on the danger of x ray equipment was displayed. We heard from the manager that staff were issued with leaded protective aprons if present for such procedures.

Staff told us that they were supplied with clean uniforms by the practice when they came to work. We observed that staff did not wear the uniforms when they went outside of the surgery.

The manager demonstrated to us the cleaning, disinfection and sterilisation procedures for reusable instruments. The decontamination process took place in a separate room. Within the decontamination area, equipment used included sterilisers, vacuum autoclaves. There was a clear one-way flow of equipment, from dirty to clean. There was appropriate storage of sterilised equipment to prevent contamination. Separate handwashing facilities were available in each surgery for staff. We found that used sharps were discarded into a sharps container, clinical waste was stored in secure container. The practice had a contract in place for collection of clinical waste and sharps containers.

We observed that staff followed procedures that complied with codes of practice on the prevention and control of infection, and that the guidance on decontamination was adhered to. The practice maintained daily records of the sterilization. Records too were held demonstrating that sterilising equipment was operating effectively.

Our judgement

The practice has robust infection control measures in place to prevent and control infection. There are effective processes for the decontamination of reusable instruments.

Overall, we found that Bandlish Dental Surgery 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

Document purpose	Review of compliance report
Author	Care Quality Commission
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