

# Review of compliance

<p>Dr. Santosh Makhijani The Dental Surgery</p>	
<p><b>Region:</b></p>	<p>London</p>
<p><b>Location address:</b></p>	<p>77 Swakeleys Road Ickenham Uxbridge Middlesex UB10 8DQ</p>
<p><b>Type of service:</b></p>	<p>Dental service</p>
<p><b>Date of Publication:</b></p>	<p>September 2012</p>
<p><b>Overview of the service:</b></p>	<p>The Dental Surgery provides primary dental care. A service was provided to people in the local community and provision was predominantly NHS. The surgery provides orthodontics and some tooth whitening. Patients who choose cosmetic dental surgery are referred to another dentist for private treatment. The provider is registered to provide the regulated activities of diagnostic and</p>

	screening procedures, treatment of disease, disorder and injury and surgical procedures.
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**The Dental Surgery 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 30 July 2012, checked the provider's records, observed how people were being cared for and talked to people who use services.

### What people told us

Two dental surgeons work at The Dental Surgery. One dental surgeon was working at the surgery on the day of the inspection. The Surgery treats adults and children. We spoke with five adults on the day of the inspection.

We spoke with five patients who told us they were given good information about their treatment. People said that they made choices and decisions from the information presented to them. People said communication was good and commented "all of the staff are polite and friendly, " I am very fortunate, I am never rushed".

People told us that they were satisfied with the care and treatment they received. People indicated that they had had a good experience of treatment. One person said that the dentist had been very knowledgeable and understanding about previous medical history and had been treated accordingly. People also commented on the positive manner of the dentist. People commented "the dentist is accommodating" and "it's excellent", and "we are very fortunate".

People told us that the surgery was clean and well maintained.

Information is provided to support people who use services to make decisions about their care and treatment. People had a dental treatment plan which reflected their needs and preferences. There were systems in place to ensure that staff understood the aspects of the safeguarding process that were relevant to them and that people are treated in a clean hygienic environment. Staff were enabled to take part in a learning and development plan which was relevant and appropriate to their role.

## **What we found about the standards we reviewed and how well The 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**

People who used the service understood the care and treatment choices available to them. 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 and treatment 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**

Patients 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**

Patients were cared for in a clean, hygienic environment and were protected from the risk of infection because appropriate guidance had been followed. The provider was meeting this standard.

### **Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills**

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard. 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

We spoke with five patients who told us they were given good information about their treatment. People said that they made choices and decisions from the information presented to them. People said communication was good and commented "all of the staff are polite and friendly, " I am very fortunate, I am never rushed".

#### Other evidence

People expressed their views and were involved in making decisions about their care and treatment. People were given appropriate information and support regarding their care and treatment. We looked at the methods used to inform people about the dentistry required. British Dental Association software was available for people on different dental conditions and with a step by step explanation. A viewing screen was available for patients to see the areas of their mouth/ teeth that required treatment.

Information on NHS dental band fees was available in the reception area including information on the difference between NHS and private dentistry.

We looked at patient satisfaction and quality audits which had been undertaken by the Primary Care Trust and internally by The Dental Surgery. This information indicated people's satisfaction with the service. We were informed that survey results

are discussed in staff meetings.

**Our judgement**

People who used the service understood the care and treatment choices available to them. 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

People told us that they were satisfied with the care and treatment they received. People indicated that they had had a good experience of treatment. One person said that the dentist had been very knowledgeable and understanding about previous medical history and had been treated accordingly. People also commented on the positive manner of the dentist. People commented "the dentist is accommodating" and "it's excellent", and "we are very fortunate".

##### Other evidence

People's needs were assessed and care and treatment was planned and delivered in line with their individual treatment plan. We saw that the practice had mechanisms in place to carry out dental assessments of patients and document their treatment plans. Records were kept of patients' treatment.

There were arrangements in place to deal with foreseeable emergencies. There were emergency equipment and medicines and staff knew where these were kept and had been trained in the use of these. There were procedures to follow in the event of medical emergencies and the dentists had attended training on cardiopulmonary resuscitation.

##### Our judgement

People experienced care and treatment 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

We spoke to people using the service but their feedback did not relate to this standard.

##### Other evidence

People 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 principle dentist who is also the registered manager is the lead for safeguarding vulnerable adults and children. Staff had received in - house training on child protection and protection of vulnerable adults.

We saw that the provider had child protection and safeguarding adult's policies. The surgery had protection guidance in place from the Local Safeguarding Authority, Hillingdon Social Services and Hillingdon Primary Care Trust. Guidance for staff was clear with a reporting flow chart and referral information.

##### Our judgement

Patients 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

People told us that the surgery was clean and well maintained.

##### Other evidence

At the time of the inspection the areas we viewed were safe and clean. We viewed the patient waiting room, surgeries and the decontamination room. The principle dentist is the infection control lead.

There is a process and a cycle for sterilizing dental instruments. We asked a member of staff to show us the steps of this process. The decontamination room is set out as required with a dirty zone (instruments in) and a clean zone (instruments sterilized and ready for use). There is a cycle of washing, disinfecting, inspecting, sealing, and sterilizing used instruments. There was a system in place to ensure surgery water lines are kept clean.

We saw evidence of the audits and tests carried out by the surgery to ensure the decontamination process is operating correctly and the sterilizing machinery is functioning efficiently. Protective clothing for staff was available.

##### Our judgement

Patients were cared for in a clean, hygienic environment and were protected from the risk of infection because appropriate guidance had been followed. The provider was meeting this standard.

## Outcome 14: Supporting workers

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Are safe and their health and welfare needs are met by competent staff.

### What we found

#### Our judgement

The provider is compliant with Outcome 14: Supporting workers

#### Our findings

##### What people who use the service experienced and told us

We spoke to people using the service but their feedback did not relate to this standard.

##### Other evidence

Staff received appropriate professional development. The staff team comprises of two dentists, four dental nurses and reception staff.

Records of staff training and development were kept. We saw evidence of Continuing Professional Development, basic life support training, appraisal and development for the dentists.

Staff health and safety training is provided in-house. We saw attendance certificates for risk assessment, infection control, first aid and accidents and emergencies. We saw minutes of the last staff meeting. The staff team had discussed health and safety matters and undertaken training and a role play on Cardiopulmonary resuscitation.

##### Our judgement

People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard. 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

<b>Document purpose</b>	Review of compliance report
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