

Review of compliance

Kensington Dental Practice Kensington Dental Practice	
Region:	London
Location address:	129-131 High Street Kensington London W8 6SU
Type of service:	Dental service
Date of Publication:	June 2012
Overview of the service:	The Kensington Dental Practice provides diagnostic and screening, treatment and surgical dental services to patients. The practice had private treatment rooms and a central reception area. It is located in the High Street Kensington area.

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

Our current overall judgement

Kensington 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, carried out a visit on 24 April 2012, talked to staff and talked to people who use services.

What people told us

People who use the service said they were satisfied with the treatment they had received and way it was provided. "I have been using the service for ten years and would not have done if not completely satisfied".

They said the procedure for consultation and treatment had been explained clearly to them including cost. They were also told about any risks that might arise from treatments. They felt treated with dignity, respect by all practice staff and had received consultations and treatment in private. "I have recommended others to the practice". "I am a nervous patient and staff made me feel assured.

They did not comment on the practice safeguarding or infection control systems. They did tell us they thought the practice was kept clean, tidy and well maintained.

What we found about the standards we reviewed and how well Kensington 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 privacy, dignity and independence were respected. People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

Overall the provider was meeting the essential 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.

Overall the provider was meeting the essential 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.

Overall the provider was meeting the essential 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. They were cared for in a clean, hygienic environment.

Overall the provider was meeting the 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.

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 who use the service understood the care and treatment choices available to them. They told us that treatment alternatives were fully explained to them including reasons why the treatment was required and how much it would cost.

People said they were treated with dignity and respect by staff and would not use the practice if they did not feel that way.

Other evidence

People who use the service were given appropriate information and support regarding their care or treatment. There was written information about the various treatments available to them and also a website. The information was further explained to people during consultation and updated throughout the treatment process. This enabled them to make an informed decision about any treatment they may wish to receive, in an informed way with the options fully described and advice given including cost.

There was a policy and procedure regarding treating people with dignity and respect that staff were observed to be following, during our visit. Staff meetings also took place where the importance of treating people with dignity and respect was regularly discussed. Consultations took place in a private consulting and treatment rooms.

Our judgement

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

Overall the provider was meeting the 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

People's needs were assessed and care and treatment was planned and delivered in line with their individual care plan. People told us "they were very happy with the treatment received and way it was given". Some people told us they had recommended the practice to others. They also found staff friendly, attentive and prepared to explain any aspects of treatment they were unclear about. Someone told us they were a nervous patient and felt assured by staff throughout the treatment process.

Other evidence

Care and treatment was planned and delivered in a way that ensured people's safety and welfare. Records we saw were up to date, regularly audited and showed us that care and treatment was delivered by staff qualified to do so. Medical histories and consent was obtained prior to treatment taking place and updated after treatment. The staff we observed followed practices that promoted the care and welfare of people who use the practice. They treated people with respect, listened to what they had to say and were very supportive, caring and knowledgeable.

The reception, consulting and treatment rooms allowed privacy, dignity and a comfortable atmosphere for people who use the service.

Staff had attended training courses that included infection control, resuscitation and equipment decontamination. Appropriate guidance was also in place to enable them to keep their Continuing Professional Development up to date.

There were arrangements in place to deal with foreseeable emergencies. Annual health and safety risk assessments also took place.

Our judgement

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

Overall the provider was meeting the 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

People who use the service did not directly comment on this outcome. They did tell us they felt safe having treatment at the practice.

Other evidence

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 practice had a safeguarding policy and procedure and guidelines in place. Staff explained the procedure they would follow should they need to raise a safeguarding alert, including who to report their concerns to. There were no current safeguarding issues. Staff had received safe guarding training.

A tour of the practice premises demonstrated it was clean, tidy and well maintained.

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.

Overall the provider was meeting the 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 who use the service did not directly comment on this outcome. They did tell us they felt the practice was kept very clean.

Other evidence

There were effective systems in place to reduce the risk and spread of infection. During our visit to the practice we looked at all areas including treatment and decontamination rooms were clean and well maintained. There were separate sinks used for hand washing and used instruments. The dental chairs were clean and well maintained. Equipment such as aprons, gloves and goggles were available for staff and appropriately used.

Staff were trained and qualified in a number of areas including instrument decontamination, cross infection control and resuscitation. This training was updated when required. Weekly clinical practice meetings also took place with the practice manager.

A member of staff demonstrated the process from opening the practice each day, to decontaminating instruments and treatment rooms following each patient's treatment. They told us how they checked re-usable instruments for debris and residual matter after washing and before sterilisation. This included magnification. There was a clear process followed to ensure that clean and dirty instruments did not cross contaminate including autoclave records. Regular infection control audits were also recorded.

The dental equipment used was serviced and checked by engineers regularly. An equipment repair log was also kept.

Sharp boxes were in evidence and emptied by contractors when three quarters full and clinical waste appropriately stored and disposed of under weekly contract.

Medication was securely kept and regularly audited to make sure it was within date and

safely disposed of, if not.

Our judgement

People were protected from the risk of infection because appropriate guidance had been followed. They were cared for in a clean, hygienic environment.

Overall the provider was meeting the 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.

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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Author	Care Quality Commission
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