

Review of compliance

T Bradstock-Smith Limited t/a The London Smile
Clinic

The London Smile Clinic

Region:	London
Location address:	40-44 Clipstone Street London W1W 5DW
Type of service:	Dental service
Date of Publication:	January 2012
Overview of the service:	The London Smile Clinic provides private cosmetic dentistry, general dentistry, specialist orthodontics, implant dentistry and dentures to adult patients. The clinic uses computer imaging to help patients see what can be achieved. The clinic has five treatment rooms, one of which is used specifically by the hygienist.

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

Our current overall judgement

The London Smile Clinic 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 24 November 2011, talked to staff and talked to people who use services.

What people told us

People that used the clinic told us that they were happy with the service provided. They felt they were given enough information about their treatment options and the relevant fees and were able to ask all the questions they wanted to.

They found the staff to be friendly and reported that they were treated with respect and their privacy was maintained. They said that the clinic was clean.

What we found about the standards we reviewed and how well The London Smile Clinic 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

Overall the provider was meeting this outcome and ensures that the people using the service are respected and involved. Their dignity and privacy was upheld.

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

Overall the provider was meeting this outcome. People who use the service experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

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

Overall the provider was meeting this outcome and was ensuring that people are protected from abuse and the risk of abuse.

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

Overall the provider was meeting this outcome. We found the provider has systems in place to ensure the clinic is clean and people are protected from risks of infection.

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

People told us that they were happy with the service provided. They felt their dignity was maintained and their privacy protected. They were encouraged to ask questions and felt staff had the time to answer their questions.

People who use the service told us that they were provided with good information both about the treatments and the cost of the different treatments. They found the web site to be informative as well as the written information provided. They said that staff were helpful and nice.

People reported that staff were good at discussing all their treatment options and they felt they had realistic expectations of the procedures they were having.

Other evidence

We saw examples of a range of patient information leaflets available and given to people using the service.

We saw a 'touch screen' monitor in the main reception that patients could use to give anonymous feedback. Staff told us that they encourage as many people as possible to use the 'touch screen' for feedback. In addition, there was a guestbook kept at the

reception desk for people to complete. We noted that the comments book contained positive comments and compliments regarding the service.

All consultations took place in private rooms.

Our judgement

Overall the provider was meeting this outcome and ensures that the people using the service are respected and involved. Their dignity and privacy was upheld.

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 felt they had enough time and information to make a decision about their treatment and that the dentists listened to them and talked through all the different treatment options.

They told us that the clinic was comfortable and accommodating and that appointments were flexible to meet their needs.

Other evidence

People attending the clinic have an initial interview with the new client coordinator followed by a consultation with the dentist. We were told and shown records of consultations that included a full dental history and examination. We were told that the dentist completes the records with the patient and the patient signs an electronic consent form to confirm this.

At the initial consultation computer images are generated to show patients how they could look following the procedure. In addition, they are given a full breakdown of the cost of the proposed treatment options. All patients are required to have a five day 'cooling off' period before any treatments are undertaken. We were shown examples of the images generated.

We were told that staff are trained in dealing with medical emergencies and saw evidence of staff certificates. The clinic has emergency equipment available including an automatic external defibrillator, oxygen, airways and emergency drugs. We were told

that staff also have regular emergency scenario training sessions using a 'resus annie' (a training mannequin used for teaching cardiopulmonary resuscitation (CPR)). Staff reported that this was particularly useful.

Staff told us they have a system for recording adverse events, accidents and incidents. We were shown the accident book. The clinic has regular staff meetings each week and the dentists meet to discuss any challenging or interesting cases.

Our judgement

Overall the provider was meeting this outcome. People who use the service experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

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

On this occasion we did not speak to people who use the service about this outcome. Staff told us that the clinic does not treat children.

Other evidence

The people that use the clinic are generally fit and well, having private cosmetic elective procedures. The clinic does not treat children. People that use the service are told they must supervise their children at all times if they bring them with them to the clinic. The clinic has a child protection policy in place with contact numbers available for the local safeguarding teams if needed.

We were told that staff receive training about adult safeguarding and the mental capacity act. We saw the adult safeguarding policy at the clinic.

Our judgement

Overall the provider was meeting this outcome and was ensuring that people are protected from abuse and the risk of abuse.

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

On this occasion we did not speak to people who use the service about this outcome. We noted that the clinic appeared clean and well maintained. We were told that the clinic is cleaned each evening by the domestic staff and that the dental nurses are responsible for cleaning all areas above the floor level.

Other evidence

We asked staff to demonstrate how they prepared the room between patients. They demonstrated that the chair was cleaned, all items used were disposed of or decontaminated and covers were used to protect all touch areas. We were told and shown that the clinical areas are regularly inspected by the managers and direct feedback is given to the staff working in those rooms.

Staff wore uniforms and told us that the clinic has an on-site laundry facility for washing these.

We were shown how instruments that require decontamination are processed. The clinic has two sinks in each consultation room. One sink is used for hand washing and the other sink for used instruments. Instruments are transported in secure trays to the designated decontamination room. There was a clear process in the room to ensure that clean and dirty instruments did not contaminate each other.

The clinic had a system in place for quality testing the washer-disinfector and the steriliser unit each day and after each cycle. In addition, we were told that quarterly tests and annual are conducted by the manufacturers. We saw appropriate personal protective equipment available and in use in all areas.

Staff also demonstrated to us the manual checking of instruments after the washing phase. They described how any residual matter would be cleaned, and then the instrument re-washed prior to sterilisation.

We noted that the decontamination room did not have a hand wash basin in the immediate area. There was a sign indicating the nearest hand wash basin for staff. We were also told that the clinic is in the process of obtaining quotes to have a hand wash basin installed in the decontamination room.

We were shown an external audit of the water systems at the clinic. The clinic has procedures in place to check the temperature of the water and is in the process of having the one disused water pipe (dead leg) removed.

The clinic has a designated infection control dental nurse. We were told and shown that they have received training to undertake this role. In addition, staff in the clinic receive infection control and relevant health and safety updates through an external company.

Infection control audits have been undertaken at the clinic. We were shown evidence of hand hygiene audits, instrument decontamination audits, general infection control audits and personal protective equipment audits.

Our judgement

Overall the provider was meeting this outcome. We found the provider has systems in place to ensure the clinic is clean and people are protected from risks of infection.

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
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Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA