

Review of compliance

<p>Battersea Rise Studios Limited Battersea Rise Dental Studios (London)</p>	
Region:	London
Location address:	19A Battersea Rise London SW11 1HG
Type of service:	Dental service
Date of Publication:	August 2012
Overview of the service:	Battersea Rise Dental Studios (London) provides diagnostic and screening, treatment and surgical dental services to patients. The practice has private treatment rooms and a central reception area. It is located in the Clapham area of London.

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

Our current overall judgement

Battersea Rise Dental Studios (London) 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 10 July 2012, talked to staff and talked to people who use services.

What people told us

People who attended the clinic told us they were satisfied with the service and treatment they received and way it was provided. People said "A very knowledgeable and excellent service plus friendly". "My two children love coming here too". "I like the frequent check ups, advice and excellent service".

People told us they had the consultation procedure, available treatments and costs clearly explained to them. This included any risks attached to the treatments. They said they were treated with dignity and respect by staff and felt safe using the clinic.

They did not comment on the practice safeguarding or infection control systems. They did tell us they thought the centre was kept clean, tidy and observed their right to privacy.

What we found about the standards we reviewed and how well Battersea Rise Dental Studios (London) 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 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.

Overall 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 against the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent the 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. They were cared for in a clean, hygienic environment.

Overall 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

People who use the service understood the care and treatment choices available to them. "The advice was good and the treatment was really successful". They told us that the dentist and staff fully explained available treatment options and reasons for them. This included the cost and any possible risks attached.

People expressed their views and were involved in making decisions about their care and treatment. They said the dentist took time to explain all aspects of the treatment so they fully understood. This included a treatment plan a copy of which they could take away with them to consider the options available to them further.

People also said they were treated with courtesy, respect and consultations and treatment took place in private. One person told us they had been coming to the clinic for seventeen years, another for ten years and all aspects of the service were very good.

Other evidence

People who use the service were given appropriate information and support regarding their care or treatment. The clinic had a website that supported written information, including a clinic brochure that was available in the reception. Verbal information was provided by staff from the first point of contact, through consultation, treatment and follow up to make sure the treatment was satisfactory. New patients were required to

complete a medical history that was entered into the database system and patient notes. Treatment options were discussed and explained during consultation using X rays, teeth charts and a proposed treatment plan. Patients could take a copy of the plan away to further decide if they wanted to go ahead. The treatment plans we saw clearly recorded proposed treatment, risks attached, treatment cost and written consent to treatment.

There was a policy and procedure regarding treating people with dignity and respect that staff followed during our visit. Consultations took place in 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 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's needs were assessed and care and treatment was planned and delivered in line with their individual care plan. They told us they were very satisfied with the treatment received and way it was delivered. One person said "I was quite nervous about the whole process. However it was effortless and I felt happy with all the treatment". Someone else told us " Staff were friendly and I had complete trust in the orthodontist".

People confirmed that they had treatment plans that had been explained to them and the dentist kept them informed of what was going on throughout the treatment. They said they had signed to consent to treatment before it took place. People said they were very satisfied with the care, treatment and support they received from the clinic. It was delivered by competent, efficient and friendly staff when they required it and in the way they wanted. Wherever possible appointment times were made that suited them. They confirmed that their medical history was taken and updated at each visit. One person told us that "The team are excellent and so professional and caring".

Other evidence

Care and treatment was planned and delivered in a way that ensured peoples safety and welfare. The records we saw showed us the clinic delivered care and treatment that reflected the agreed treatment plans and included consent and medical histories that were updated after each visit.

There were arrangements in place to deal with foreseeable emergencies. The treatment was delivered by staff qualified to do so. They had attended mandatory courses that included infection control and resuscitation.

We saw staff promoting the care and welfare of people who use the clinic by providing them with as much easy to understand information and advice as possible. 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 provided privacy, dignity and a comfortable and friendly atmosphere for people to use.

Our judgement

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

Overall 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 outcome. They did say they felt comfortable and safe using the practice. They were also satisfied with the treatment they had received and way it was delivered.

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. There were safeguarding and patient safety policies and procedures in place. Staff we spoke with were aware of what abuse was and the action to take should it be encountered. No children attended the practice unless chaperoned and their consent to treatment was signed by parents or legal guardians. There were no current safeguarding alerts. All staff had current CRB checks.

Our judgement

People who use the service were protected against the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent the 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 who use the service told us they were satisfied with the cleanliness and tidiness of the practice. They did not comment on infection control.

Other evidence

The clinic had effective systems in place to reduce the risk and spread of infection. Our visit showed us all areas including treatment and decontamination rooms were clean and well maintained. There were separate sinks used for hand washing and used instruments. Handwashing information was also provided on posters. The dental chairs were clean and well maintained. Staff used equipment such as aprons, gloves and goggles when carrying out their duties.

Staff were trained and qualified in a number of areas including instrument decontamination, cross infection control and resuscitation. This training was updated as required.

A member of staff demonstrated the process followed 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 that were backed up on the computer. Regular monthly clinical and infection control audits were also recorded.

The dental equipment used was serviced and checked regularly by qualified registered contractors.

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

Emergency 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 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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