

Review of compliance

<p>Mr. Joseph Noar The Dental Rooms (NW11) Practice Ltd.</p>	
<p>Region:</p>	<p>London</p>
<p>Location address:</p>	<p>11 North End Road Golders Green London NW11 7RJ</p>
<p>Type of service:</p>	<p>Dental service</p>
<p>Date of Publication:</p>	<p>March 2012</p>
<p>Overview of the service:</p>	<p>The Dental Rooms (NW11) Practice Ltd. provides orthodontic treatment to private patients. The orthodontist and registered provider is Mr. Joseph Noar. Other staff who provide support at this dental practice include dental nurses and a dental hygienist. The premises are located in a large terrace house along North End Road and close to Golders Green Station. There is a second registered dental provider operating</p>

	from the same building and both practices share support staff and facilities.
--	---

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

Our current overall judgement

The Dental Rooms (NW11) Practice Ltd. 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 9 February 2012, observed how people were being cared for, talked to staff and talked to people who use services.

What people told us

We were able to speak to parents of patients of the dental practice. They indicated that they had been treated with respect and dignity. They expressed satisfaction with the care and treatment provided. The practice has a policy for ensuring that all patients are treated with respect and dignity.

Parents of patients made positive comments about staff and indicated that they had confidence in the dentist and other staff who attended to them. Detailed assessments and treatment plans had been prepared for patients. Treatment had been given with the agreement and written consent of patients' parents..

The premises were clean and well maintained. There are arrangements for infection control checks and daily cleaning tasks. Staff were knowledgeable regarding infection control and decontamination procedures for equipment and instruments used. There was documented evidence that equipment used had been maintained and inspected by specialist contractors.

What we found about the standards we reviewed and how well The Dental Rooms (NW11) Practice Ltd. 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

There are arrangements to ensure that patients are fully informed and treated with respect and dignity. This ensures that they are well cared for.

Overall, we found that The The Dental Rooms (NW11) Practice Ltd was meeting this essential standard.

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

There are arrangements for ensuring patients are assessed and receive appropriate treatment and care.

Overall, we found that The Dental Rooms (NW11) Practice Ltd was meeting this essential standard.

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

Patients are well treated and there are safeguarding arrangements in place to ensure that they are protected from abuse.

Overall, we found that The Dental Rooms (NW11) Practice Ltd was meeting this essential standard.

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

There are suitable arrangements for cleanliness and infection control. This ensures that the treatment provided for patients is safe and the environment is clean and pleasant.

Overall, we found that The Dental Rooms (NW11) Practice Ltd 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

Parents of patients informed us that they had been treated with respect and dignity. Their views can be summarised by the following comments:

"This is a marvellous practice. They staff are respectful."

"Yes, we were treated with respect and dignity."

Other evidence

Staff we spoke to were aware that all patients should be treated with respect and dignity. They informed us that the dental practice had a policy on ensuring that people's equality, diversity and human rights are promoted. The orthodontist and registered provider informed us that he and his supporting staff had ensured that patients' privacy are respected when treatment was provided.

The practice had a brochure for patients. This provided information regarding the dental team and treatment available for patients. Other leaflets regarding dental and orthodontic care were placed in the waiting room.

We were further informed by the dentist that he had involved patients in their treatment.

He informed us that he had discussed orthodontic conditions and explained treatment and options to patients prior to providing treatment so that they are fully informed.

Our judgement

There are arrangements to ensure that patients are fully informed and treated with respect and dignity. This ensures that they are well cared for.

Overall, we found that The The Dental Rooms (NW11) Practice Ltd 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

Parents of patients indicated that patients were well cared for and had received appropriate treatment for their dental conditions. Their views can be summarised by the following comments:

"They are helpful and give clear explanations."

"We are very satisfied with the treatment provided."

Other evidence

Staff informed us that the dental practice was very well equipped and able to provide a range of orthodontic treatment. They informed us that comments and feedback received indicated that patients were very satisfied with the treatment and services provided. This was confirmed in the comments made by parents of patients.

Staff informed us that new patients were assessed and a medical history taken. Dental photos were usually taken and kept in the dental records of patients. Following the assessment, the required treatment was explained to patients prior to their treatment. The case records of patients examined contained documented evidence of assessments and treatment plans. Those we examined were detailed. There was written evidence that patients parents had signed prior to treatment being given. The cost of treatment and information on potential risks associated with treatment had also been explained to patients and recorded in patients' records. Letters confirming the agreed arrangements had been sent to patients' parents.

Staff informed us that they had attended various courses and training days to update their knowledge and skills. Evidence in the form of certificates was on display in the reception area of the practice.

The practice had on call arrangements for dealing with emergencies at weekends and in the evenings. Telephone numbers to ring had been given to patients and these could be found in the practice brochure.

Our judgement

There are arrangements for ensuring patients are assessed and receive appropriate treatment and care.

Overall, we found that The Dental Rooms (NW11) Practice Ltd 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

Comments made by patients' parents indicated that they had been well treated and staff behaved in a professional manner towards them. Their views can be summarised by the following comments:

"We have always been well treated."

"Staff behaved in a professional manner."

Other evidence

Staff were aware that they should treat all patients with respect and dignity at all times. No safeguarding concerns or complaints had been reported to us since the practice was registered.

The service had a safeguarding policy and procedure. Staff were aware of action to take when responding to allegations or incidents of abuse. The registered provider informed us that he had attended recent safeguarding training.

Our judgement

Patients are well treated and there are safeguarding arrangements in place to ensure that they are protected from abuse.

Overall, we found that The Dental Rooms (NW11) Practice Ltd 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

Parents of patients we spoke to informed us that the premises were always clean and hygienic. We noted that all areas of the practice which we visited were clean and tidy.

Other evidence

Staff working in the practice were aware of the importance of infection control. The dental nurse informed us that clean uniforms and gloves were provided and used when treatment was carried out. There were washbasins in treatment rooms. The practice had the required infection control policy and procedure. The Department of Health and British Dental Association Infection Control Guidance were also available.

There was evidence that staff had attended infection control training and one of the dental nurses had responsibility in this area. Staff were able to explain to us the process for decontamination and sterilisation of equipment used. This included ensuring that instruments were scrubbed, sterilised in the autoclave and checked again before being stored away. We were informed by staff that there was a list of daily tasks for ensuring cleanliness and infection control such as cleaning and checking dental equipment used.

Staff we spoke to were aware of the routine tasks they had to perform for infection control. Sharps and syringes used were disposed of in the sharps box. Staff informed us that this box together with other clinical waste were collected each week by a licensed contractor.

Our judgement

There are suitable arrangements for cleanliness and infection control. This ensures that the treatment provided for patients is safe and the environment is clean and pleasant.

Overall, we found that The Dental Rooms (NW11) Practice Ltd 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
Audience	The general public
Further copies from	03000 616161 / www.cqc.org.uk
Copyright	Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.

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